



**BIBLIOTHECA
MEDICA
CANADIANA**

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INFORMATION FOR CONTRIBUTORS / AVERTISSEMENT AUX AUTEURS

The **Bibliotheca Medica Canadiana** is a vehicle providing for increased communication among all health libraries and health sciences librarians in Canada. We have a special commitment to reach and assist the worker in the smaller, isolated health library. Contributors should consult recent issues for examples of the type of material and general style sought by the editors. Queries to the editors are welcome. Submissions in English or French are welcome.

- La **Bibliotheca Medica Canadiana** a pour objet de permettre une meilleure communication entre toutes les bibliothèques médicales et entre tous les bibliothécaires qui travaillent dans le secteur des sciences de la santé. Nous nous engageons tout particulièrement à atteindre et à aider ceux et celles qui travaillent dans les bibliothèques de petite taille et les bibliothèques relativement isolées. Si vous désirez nous soumettre un manuscrit, vous êtes prié de consulter quelques livraisons récentes de la revue pour vous familiariser avec le contenu et le style général recherchés par la rédaction. La rédaction recevra avec plaisir vos questions et observations. Les articles en anglais ou en français sont bienvenus.

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INFORMATION FOR CONTRIBUTORS

MANUSCRIPTS

The editors of **Bibliotheca Medica Canadiana** welcome any manuscripts or other information pertaining to the broad area of health sciences librarianship, particularly as it relates to Canada.

Contributions should be submitted in **duplicate** and the author should retain one copy. Contributions should be **typed double-spaced** and **should not exceed six pages or 2100 words**. Pages should be numbered consecutively in arabic numerals in the top right-hand corner. Articles may be submitted in French or in English but will not be translated by the editors or their associates. Style of writing should conform to acceptable English usage and syntax; slang, jargon, obscure acronyms and/or abbreviations should be avoided. Spelling shall conform to that of the **Oxford English Dictionary**; exceptions shall be at the discretion of the editors. Contributors who wish to submit their work in machine-readable format should contact the editors in advance to ensure that compatible equipment is available in the editorial offices.

All contributions should be accompanied by a covering letter which should include the author's (typed) name, title and affiliations, as well as any other background information that the contributor feels might be useful to the editorial process.

REFERENCES

All references should be given in the Vancouver style; see **Canadian Medical Association Journal** 1985;132:401-5. Contributors are responsible for the accuracy of their references. Personal communications are not acceptable as references. References to unpublished works shall be given only if obtainable from an address submitted by the contributor.

ILLUSTRATIONS

Any illustrations or tables submitted should be black and white copy camera-ready for print. Illustrations and tables should be clearly identified in arabic numerals and should be well-referenced in the text. Illustrations and tables should include appropriate titles.

AVERTISSEMENT AUX AUTEURS

MANUSCRITS

Les rédacteurs de la **Bibliotheca Medica Canadiana** sont à la recherche de manuscrits ou d'autres renseignements portant sur le vaste domaine de la bibliothéconomie dans le contexte des sciences de la santé. Nous recherchons tout particulièrement des articles relatifs à la situation au Canada et à des thèmes d'actualité.

Les articles devraient être remis en **deux exemplaires** et l'auteur devrait en garder une copie. Les articles devraient être **dactylographiés à double interligne et ne devraient pas dépasser six pages ou 2100 mots**. Prière de numérotter les pages consécutivement en chiffres arabes en haut de la page à droite. Les articles peuvent être remis en français ou en anglais, mais ils ne seront pas traduits par la rédaction ni par les associés de la rédaction. Le style d'expression écrite se conformera à l'usage et à la syntaxe acceptables du français; il est préférable d'éviter l'argot, les sigles et autres abréviations obscures. L'orthographe se conformera à celle du **Robert**; les exceptions à cette règle seront à la discrétion de la rédaction. Les auteurs qui désirent remettre leurs manuscrits sous forme électronique devraient communiquer à l'avance avec la rédaction afin de s'assurer que l'équipement compatible est disponible aux bureaux de la rédaction.

Tout article devrait s'accompagner d'une lettre explicative fournissant les informations suivantes: nom de l'auteur (dactylographié), son titre et lieu de travail, ainsi que tout autre détail que l'auteur jugerait utile à la rédaction.

REFERENCES

Toute référence devrait être citée selon le style dit de Vancouver; voir le **Journal de l'Association médicale canadienne** 1985;132:401-5. Les auteurs sont responsables de l'exactitude de leurs références. Les communications de nature personnelle ne sont pas acceptables comme références. Il ne faut citer une référence à un ouvrage inédit que si ce dernier est disponible à une adresse indiquée par l'auteur.

ILLUSTRATIONS

Les illustrations et les tableaux doivent être en noir et blanc, et prêts à l'impression. Les illustrations et les tableaux doivent être clairement identifiés en chiffres arabes et avoir des renvois clairs dans le corps du texte. Les illustrations et tableaux doivent comporter des titres pertinents.

BIBLIOTHECA MEDICA CANADIANA NEWSGATHERING FORM

The editors welcome news items from members of the Canadian Health Libraries Association, or any news that may be of interest to members. Please feel free to copy this form in any way for submission, and to attach separate sheets for lengthy items.

APPOINTMENTS Who
HONOURS? What
AWARDS? When
Where

PROMOTIONS? Who
MOVES? From
RESIGNATIONS? To
When

SEMINARS? What
WORKSHOPS? When
Where

PUBLICATIONS? What
BOOK REVIEWS? Where
Citation

ACQUISITIONS? What
GIFTS? Why
GRANTS? Amount
Donor

TRIPS? Who
LECTURES? Where
VISITORS? When
Why

From:

To:

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BIBLIOTHECA MEDICA CANADIANA



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FROM THE EDITORS

This issue is intended to reflect the broad range of activities that our association has undertaken during the past year. You, the members, through your involvement and commitment to our association in the form of joining task forces or committees, helping to plan conferences/workshops, or attending chapter meetings have made **CHLA/ABSC** the dynamic and viable organization that it is today. As you read through this issue full of annual activity reports you'll see what we mean.

The second award winning Student Paper Prize by Mary Ann House presents an excellent description of evaluation through the use of indicators and outcomes. As you read through the various Chapter reports the quality of their work is evident in the well planned meetings, the various continuing education programmes offered, and the innovative committees and groups that emerge from the Chapters.

Watch for the Conference issue and you will see how timely and relevant the Student Paper is to the development of libraries.

As a new team of **BMC** editors takes over, we thank the Association for the opportunity we have had to service in this capacity--it has been a challenging experience!

A WORD FROM THE PRESIDENT

Ada Ducas

Head, Science Library
University of Manitoba
Winnipeg, Manitoba

Dear Colleagues,

Many of you already know that I am beginning my term as president one year early. Susan Hendricks, who was to have assumed the position of president in 1991 resigned her position because of a personal tragedy. She felt that it would be a disservice to the organization for her to assume a position of leadership at a time when she was trying to deal with what had occurred. Susan has been a very active member of CHLA/ABSC, and a founding member of OHLA. Her work on Pay Equity, her contribution to the CHLA/ABSC Task for on the CHA/MIS Guidelines is invaluable. Hopefully Susan will bring her talents back to CHLA/ABSC's Board in the future.

I have just returned from CHLA/ABSC's annual conference in Hamilton, and I would like to take this opportunity to congratulate Dorothy Fitzgerald and the rest of the Conference Planning Committee for organizing an excellent conference. There was something there for everyone. The keynote address given by Geraldine Kenney-Wallace illustrated the art and science of information technology. She used the Gothic cathedral built in Chartres during the 13th century as an analogy to how infor-

mation technology is created today. Charles McClure gave a very inspirational talk on the importance of combining the art of librarianship with factual data to support our claims. He emphasized the need for librarians to think and act like managers. The rest of the conference was equally stimulating.

One topic that everyone seemed to be discussing between sessions was the impact that journal price increases are having on library budgets. Throughout North America libraries are under severe financial constraints. The current increases in serial prices, and the lack of funding have resulted in serials cuts of 10-20% in many institutions. This comes at a time when technological innovations such as CD-ROM are adding more costs to our depleted serial budgets. The term "serial stress" has appeared in the literature. Librarians who have spent years building up journal collections are now having to dismantle these very collections because institutions can no longer afford the materials. Faculty, who are usually belligerent about serial cuts, have resigned themselves to the fact that money just isn't available. Many are starting to use their own funds to ensure that subscriptions to key titles are kept. As librarians we are in the unique position of providing access to information. Two challenges that face us

today are keeping our collections relevant, and providing access to materials which we do not own.

Along with managing in times of financial constraint my conversations with hospital librarians indicate that hospital administrators are increasingly asking librarians to produce workload measurement data of their activities, and that many of you are anxious to hear the progress that the CHLA/ABSC Task Force on the CHA/MIS Guidelines has made. The Task Force has been busy producing the draft of a document entitle **Workload measurement systems: A guide for health facility libraries**, and conducting Pilot Project #2. The results are very positive. It looks like we have the beginning of a national databank on workload measurement statistics for hospital libraries.

In my election statement I stated that my goals for my term in office would be to :

- look at the broad implications of resource sharing
- addressing the problems of unjustifiable increases in journal costs
- continue to increase national recognition of hospital librarians in the work place
- support a national agenda for librarians especially in the areas of professional development, research, and the definition of the different roles that librarians play within the changing academic and hospital library environment.

These goals have gained increasing importance for me in the last few months.

I would like to hear your opinions or ideas on the above goals.

As I start my term in office I would like to take this opportunity to thank Catherine Quinlan for the excellent work, and the leadership that she provided CHLA/ABSC this last year. She set a blistering pace for all the Board members to follow, and accomplished many goals. She did this in a year when she also assumed the position of Director of Libraries at the University of Western Ontario, and was working towards her PhD in economics.

This year CHLA/ABSC's Board is quite diverse with representation for all levels of library service and all regions in Canada. This eclectic mix of people will provide many insights into the challenges that we face. I look forward to my year as president, and the opportunity to initiate some new initiatives and continue with those already in motion.

UN MOT DE LA PRESIDENTE

Ada Ducas

Head, Science Library
University of Manitoba
Winnipeg, Manitoba

Chers collègues:

Plusieurs d'entre vous savent déjà que mon mandat comme présidente débute un a plus tôt que prévu.

Susan Hendricks, qui devait assumer le poste de présidente en 1991, a démissionné en raison d'une tragédie personnelle. Elle craignait de ne pouvoir servir convenablement l'Association dans un rôle exigeant du leadership, à un moment où elle tente de composer avec les événements. Susan est membre très active de l'ABSC/CHLA, et membre-fondatrice de l'OHLA. Son travail relatif à l'égalité salariale, ainsi que sa contribution au groupe de travail sur les lignes directrices de CHA/MIS sont inestimables. Nous espérons que Susan pourra à nouveau faire profiter le Conseil de l'ABSC/CHLA de ses talents dans un avenir prochain.

Je rentre tout juste de la conférence de l'ABSC/CHLA à Hamilton, et je profite de l'occasion pour féliciter Dorothy Fitzgerald et tout le Comité de planification pour l'organisation de cette excellente conférence. Chacun y a trouvé son compte. Le discours d'ouverture de Geraldine Kenney-Wallace illustre le lien entre art et science dans la création de la technologie de l'information à l'aide d'une analogie avec la construction de la cathédrale de Chartres, au 13^{ème} siècle. Charles McClure y allait d'un discours fort international sur l'importance de combiner

notre art, la bibliothéconomie, et les données factuelles, pour soutenir nos affirmations. Il a mis l'accent sur le fait que les bibliothécaires devraient prendre plus au sérieux leur rôle de gestionnaires.

Les autres communications se sont avérées également stimulantes.

Un sujet d'actualité semble avoir été fort discuté entre les sessions: il s'agit de l'impact de la hausse du coût des périodiques sur les budgets de bibliothèques. Partout en Amérique du Nord, les bibliothèques subissent de sérieuses compressions budgétaires. L'augmentation des coûts et le manque de fonds ont entraîné l'annulation de 10 à 20% des abonnements de périodiques dans certaines institutions. Tout cela, au moment même où les innovations technologiques comme le disque compact (CD-ROM) imposent des coûts supplémentaires à nos budgets déjà déficients. L'expression "stress des publications en série" est apparue dans la littérature. Des bibliothécaires ayant mis des années de travail à bâtir des collections de périodiques voient maintenant se démanteler celles-ci, parce que leurs institutions ne peuvent plus se permettre l'acquisition de ces documents.

Les professeurs, d'ordinaire de farouches combattants des coupures de périodiques, se résignent à présent au fait que les fonds ne sont plus disponibles.

Plusieurs d'entre eux commencent à utiliser leurs propres subventions afin d'assurer le maintien de l'abonnement à certains titres clés. En tant que bibliothécaires, nous devons le rôle bien particulier de fournir l'accès à l'information. Nous devons aujourd'hui relever deux défis: conserver la pertinence de nos collections, et fournir l'accès à des documents que nous ne possédons pas.

Outre la gestion de ressources décroissantes, mes conversations avec les collègues du milieu hospitalier indiquent que les administrateurs d'hôpitaux exigent de plus en plus que les bibliothécaires rendent compte de leurs activités par des données sur la mesure du travail, et que plusieurs d'entre vous ont hâte de connaître les progrès du Groupe de travail de l'ABSC/CHLA sur les lignes directrices de CHA/MIS. Ce groupe a produit une première version d'un document intitulé **Workload Measurement Systems: a guide for health facility libraries**; il a également accompli un second projet-pilote. Les résultats sont très positifs. Il semble que nous assistions à la naissance d'une banque de données nationale sur les statistiques de mesure du travail dans les bibliothèques d'hôpitaux.

Lors de mon entrée en fonction, je vous ai communiqué ainsi les objectifs que je me suis fixés pour mon mandat:

- me pencher sur les implications à large échelle du partage des ressources
- m'attaquer au problème des hausses injustifiables des coûts des périodiques
- travailler à la reconnaissance accrue,

sur le plan national, des bibliothécaires en milieu hospitalier.

-appuyer un programme national pour les bibliothécaires, particulièrement dans les domaines du perfectionnement professionnel, de la recherche, et de la définition du rôle des bibliothécaires au sein d'un environne.

Ces objectifs ont pris encore davantage d'importance pour moi au cours des derniers mois. J'aimerais connaître vos idées à ce sujet.

Au début de mon mandat, j'aimerais remercier Catherine Quinlan pour son excellent travail et le leadership qu'elle a apporté à l'ABSC/CHLA au cours de la dernière année. Elle a su imposer le rythme à tous les membres du conseil, et a réalisé plusieurs objectifs, et cela tout en occupant le poste de Directrice des bibliothèques à l'University of Western Ontario, et en travaillant à son doctorat en économie.

Cette année, le Conseil de l'ABSC/CHLA se compose de représentants de divers niveaux de services de bibliothèque, provenant de toutes les régions du Canada. Ce mélange éclectique se penchera sur de nombreux défis qui nous attendent. J'ai hâte accomplir mon mandat comme présidente, hâte d'entreprendre de nouvelles initiatives tout en poursuivant le travail déjà en cours.

Translation by:
Michelle Leblanc

**CHLA/ABSC FIFTEENTH ANNUAL GENERAL MEETING
HAMILTON, ONTARIO
JUNE 18, 1991**

1. CALL TO ORDER AT 3:40 P.M.

1.1 ADOPTION OF THE AGENDA

It was noted that J. Bayne rather than A. Ducas would present the report of the **CHLA/ABSC MIS Guidelines**(item 11.0) The agenda was then adopted without further amendments. Moved by George Beckett.

1.2 ADOPTION OF MINUTES OF THE 14TH ANNUAL GENERAL MEETING

Adopted without amendment. Moved by V. Ludwin. Seconded by S. Higgins. Carried.

2. BUSINESS ARISING

None noted.

3. PRESIDENT'S REPORT

C. Quinlan expressed gratitude to the Hamilton Conference Planning Committee for their efforts in hosting a very successful 15th Annual Conference. She also voiced appreciation for the feedback received from the membership in response to queries initiated by the Board. Three separate letters were sent out to Chapter Presidents by the President.

3.1 C.Quinlan noted that the **CHLA/ABSC** Board met four times in the past year to discuss Association business. The 1990 Post-Conference Board Meeting was held in Edmonton, the Fall Board Meeting in Kingston, the February Meeting in London, and the 1991 Pre-Conference board Meeting was held in Hamilton, at the Conference Hotel. During these meetings, the Board reviewed the working documents of **CHLA/ABSC** and made extensive revisions to the Executive Manual which serves to guide the activities of the Board.

The Board was pleased that D. Davey was this year's recipient of the **CHLA/ABSC Honourary Life Membership Award** for her outstanding contribution to the Association as Secretariat. C. Quinlan also noted that Board had donated \$500 to the C. William Fraser Scholarship fund in recognition of W. Fraser's retirement. The Fund will be used to support students demonstrating an aptitude for medical librarianship at the

for many years.

C. Quinlan also welcomed Edean Bergland, Director of Library Services at St. Peter's Hospital in Olympia, Washington, as MLA's newly appointed Liaison to **CHLA/ABSC** and thanked Patrick Brennan for his contributions to the Association while serving in this position.

3.2 BY-ELECTION FOR VICE-PRESIDENT/PRESIDENT ELECT

With regret C. Quinlan announced the resignation of S. Hendricks from the Board as incoming President of **CHLA/ABSC** for 1991/92. C. Quinlan explained that the By-laws of the Association permitted A. Ducas to temporarily fill this vacated position until the Annual General Meeting, where the membership would be asked to ratify that she officially assume the office of President in S. Hendrick's stead. After discussion, a motion to accept A. Ducas as incoming **CHLA/ABSC** President for 1991/92 was put forth by M. Brown. Seconded by T. Flemming. Carried.

C. Quinlan thank A. Ducas for agreeing to assume the Presidency one year earlier than expected, and noted that she will need the Association's full support as she assumes her duties as President and continues those of Co-Chair for 1992 **CHLA/ABSC** Conference.

C. Quinlan then asked for the membership to approve that a By-Election be held over the summer to nominate a new Vice-President/President-Elect to the Board. Moved by S. Gillespie. Seconded by C. Thacker. Carried.

3.3 DISSOLUTION OF THE JOINT INTERLIBRARY LOAN COMMITTEE

C. Quinlan communicated the Board's decision to dissolve the Joint Interlibrary Loan Committee of **CHLA/ABSC**. The Board felt that the ILL Committee duplicated the efforts of the HSRC Advisory Committee in addressing resource sharing concerns in Canada. E. Smith, former Director of CISTI agreed that mechanisms for improved interlibrary loan services and other initiatives could be a standing agenda item for the HSRC Advisory Committee, and the Association's Representatives, ASTED and ACMC/SRCMSL have been notified to this effect.

4. TREASURER'S REPORT

Treasurer V. Ludwin submitted the audited Financial Statements of the Association for its December 31, 1990 year end. The Treasurer noted that expenses exceeded income by \$5,270; this anticipated shortfall was due to the increased cost of producing and mailing new **CHLA/ABSC** publications such as the **Sourcebook** and **Standards**. The Association has \$15,288 invested in a Treasury Bill and an Ontario Hydro Strip

Coupon.

V. Ludwin expressed her delight in serving as Treasurer, and then introduced the incoming Treasurer, G. Beckett, to the membership.

V. Ludwin moved that Mr. K.D.Kimmerly be appointed auditor for 1991/1992. D. Dryden seconded. Motion carried.

5. REPORT OF THE NOMINATIONS/ELECTION COMMITTEE

D.Dryden summarized the results of the 1991/92 elections: The following individuals have been elected to the Board:

A.Ducas -Vice-President/President-Elect

G. Beckett- Treasurer

J. Faubert - Public Relations/ Membership Chair

The Committee thanked the membership for participating in this election, and noted that it took place before S. Hendricks tendered her resignation as incoming CHLA/ABSC President. Therefore, a new candidate must be found for Vice-President/President-Elect.

D. Dryden moved that the ballots for the 1991/92 elections be destroyed and that the Nominations/Elections Committee be dissolved. J. Bayne seconded. Carried. D. Dryden then thanked the members for their support during her tenure with the Board.

6. CONTINUING EDUCATION REPORT

L. Wilcox reported that many CE events of the year were offered as a result of feedback from the membership, and she encouraged people to continue to complete evaluation forms and questionnaires regarding CE whenever possible. Significant highlights of 1990/91 included: twelve conferences offered through Telemedicine Canada's Hospital Library Series, three new Fact Sheets distributed through BMC, A CE Column in BMC that featured reprints from the Memorial University Teaching and Learning Newsletter, and revised manual of Guidelines for CE Course Development that is available from the Secretariat. The second annual Student Paper Prize was awarded to Mary Anne Howse, a student from the Faculty of Library and Information Science at the University of Toronto.

L. Wilcox thanked the local Conference CE Co-ordinator and Planning Committee for their work in organizing CE events of the Conference, and praised J. Bayne's efforts in moderating the Telemedicine sessions.

7. PUBLIC RELATIONS/MEMBERSHIP REPORT

A. Ducas indicated that the membership has risen, due in part to marketing and sales of CHLA/ABSC publications such as the **Sourcebook** and the CHLA/ABSC brochure **"We have the answers"**, and the **Hospital Library Standards**. Changes to the content and look of the **Directory** were made and received a positive response from the membership. The Board also approved a bilingual version of the CHLA/ABSC CE Course Certificate.

The membership was reminded about the Association's various Awards and asked to consider their colleagues when nominations are pending. A description of each Award is provided in the **Directory**.

8. REPORT OF THE BMC EDITOR

J. Faubert provided an overview of her activities as Editor of BMC for 1990/91. A poll of the membership regarding cosmetic changes to BMC was completed.

The Board has approved the purchase of new equipment to produce BMC which will improve the quality. At the request of several members, J. Faubert investigated the costs of producing BMC on recycled paper and/or acid free paper. She also noted that the Board will be contracting the services of an official translator for BMC in the coming year.

D. Jewkes was introduced as the incoming Editor, and thank you(s) were extended to B. Ceccolini, S. Maranda, and M. LaLonde for assisting with the production of translation of BMC. Special thanks were extended to BMC contributors, and members were encouraged to consider submitting their ideas in print (or disc) for upcoming issues.

9. REPORT OF THE CHLA/ABSC REPRESENTATIVE TO THE HSRC ADVISORY COMMITTEE

C. Kelly outlined the activities of the HSRC Advisory Committee meetings for the past year and stated that resource sharing, document delivery services and new initiatives such as the ADONIS Project and Loansome Doc were explored. Bernard Dumouchel, the new Acting Director of CISTI reaffirmed that the mandate of NRC is to serve the information needs of the scientific, technical and medical communities of Canada. The new HSRC Advisory Representative for CHLA/ABSC, S. Libby was introduced and D. Green, ex-officio Representative was thanked for her contributions to the Committee.

10. REPORT OF THE CHLA/ABSC-CCHFA LIAISON

J. Greenwood clarified several issues regarding changes to the 1991 and 1992 CCHFA Standards for Library Services, and noted that relations with CCHFA have improved markedly. She stressed however, that CHLA/ABSC must be vigilant in monitoring new revisions to the Standards as they arise, and members were asked to continue the support they have afforded her by providing input to the new CCHFA Liaison, J. Joyce.

11. REPORT OF THE CHLA/ABSC TASK FORCE ON CHA/MIS GUIDELINES

J. Bayne, Co-Chair of the Task Force, reported on the results of the second trial of the Pilot Project. The goal of this trial was to establish the efficacy of the workload measurement guide, **Workload Measurement Systems: a Guide for Health Facility Libraries**, that was developed by the Task Force. Although the results cannot be generalized due to the small sample size employed, feedback regarding the Guide as a useful tool for standardization was positive.

J. Bayne indicated that although the mandates of the Task Force have been met, future development of the Guide is warranted. She then extended thanks to all the members who participated in the Project.

12. ONTARIO HEALTH LIBRARIES ASSOCIATION OHLA REPORT

L. Panton, OHLA President, reviewed the activities of the Association and announced the new executive for the upcoming year.

13. 1992 CHLA/ABSC CONFERENCE PLANNING COMMITTEE REPORT

J. Inglis, Conference Co-Chair, provided a brief overview of plans for the 1992 Conference, which is being held at the Sheraton in Winnipeg on June 6-10. Wear your cowboy boots, the theme for the banquet is Western.

14. NEW BUSINESS

14.1 Recipients of the four draws held during the AGM were:

E. Hawkins Brady
T. Zarrin
L. Dunikowski
L. Sutherland

The 1991 Planning Committee thanked the Exhibitors for their generous donation of doorprizes for the AGM.

14.2 OTHER

P. Brennan inquired about the Association's plans to examine and revise the Bilateral Agreement between CHLA/ABSC and MLA. C. Quinlan affirmed that this is on the Board's Fall Agenda for 1991.

P. Brennan then inquired about the possibility of hosting a joint CHLA/ABSC-MLA Conference in Washington, D.C. in 1995. C. Quinlan responded that the Association is small, and therefore planning that far in advance is problematic for both the membership and the Board. The Board will consider this proposal at the Post-Conference Board Meeting and respond accordingly to MLA.

15. TRANSFER OF THE CHAIR

C. Quinlan acknowledged the work done by V. Ludwin, D. Dryden, A. Ducas, S. Hendricks, and J. Faubert for serving in their respective positions on the Board. She also remarked that it had been a privilege to serve as President for 1990/ 91. The Chair was then transferred to A. Ducas.

16. ADJOURNMENT

T. Flemming moved that the meeting be adjourned. The meeting was adjourned at 5:05.

1990-1991 REPORT OF THE CHLA/ABSC REPRESENTATIVE TO THE CCHFA

Jan Greenwood

CHLA/ABSC CCHFA Liaison

I am pleased to submit my final report after five years of involvement with standards for Canadian health libraries. The Terms of Reference for the CHLA/ABSC Representative to the CCHFA, which were drafted following dissolution of the CHLA/ABSC Task Force on Hospital Library Standards in June 1990, have proved comprehensive and adequately reflect the responsibilities that have accrued during the first year of office. The earlier part of this Association year was largely devoted, with mixed success, to bringing our collective will to bear on the CCHFA with respect to its 1990 Standards for Library Services. Two major set backs were encountered when

- a) the newly-accredited standards for Education Services included Library Services as a function in a late draft of the 1990 Standards

and

- b) the penultimate draft of the 1990 Standards omitted, without warning or discussion, the qualification statement in Standard II.7.1 which specified a graduate degree in library or information science for the director of the service.

Fortunately, after extensive lobbying, the CCHFA withdrew the offending Education Services' standard prior to going to press with the 1990 Standards. Unfortunately, time was not on our side when it came to

Standard II.7.1, and the qualification statement was not reinstated prior to publication. Details of these and other contentious issues were published in BMC in accordance with the Representative's mandate.

In recent months CHLA/ABSC has made great headway with the CCHFA and, unless there are further expected editorial changes, this bodes well for the 1991 Standards. At the time of writing the CCHFA has accepted most of the revisions recommended by CHLA/ABSC in its submission of February 15, 1991. These recommendations included, of course, the reinstatement of the qualifications statement, an expansion of Standard II.7.2 to specify more precisely the responsibility of small facilities and the inclusion of "automated library systems" and "access to Medline and other on-line bibliographic databases" as additional services under Standard IV.

As has been intimated already, relations between CHLA/ABSC and the CCHFA have improved markedly. The National Organizations Meetings sponsored by the CCHFA, two of which were held during this Association year, provide an excellent forum for airing issues common to all accredited services. Impending changes include the possible weighting of standards and a growing emphasis upon risk management and utilization. To shepherd these changes through the standards for Library Services I was pleased to recommend that Janet Joyce, Royal Ottawa Health Care Group, be appointed by the Board as the next

Representative to the CCHFA.

In closing I would like to thank the successive CHLA/ABSC Board members who have provided their unfailing support to me during my terms of office. I am equally grateful to the CHLA/ABSC Chapter Presidents and members at large who gave generously of their time and intelligence. It is perhaps worth stressing that the Ontario Medical Association has always encouraged my participation in any activities designed to improve the quality of Canadian health libraries, and that my successors will not necessarily enjoy the same level of support from their institutions. With that in mind I would like to reiterate how important is grassroots' participation in monitoring and maintaining these important standards. I look forward to playing my part as a "grassroot" in supporting Janet Joyce and her successors.

REPORT OF THE CHLA/ABSC TASK FORCE ON THE CHA/MIS GUIDELINES

J. Bayne, Co-chair
Manager, Library Service
Toronto General Hospital
Toronto, Ontario

At the **CHLA/ABSC** Annual Meeting in Hamilton, Ontario, J. Bayne updated Association members on the progress of the Task Force over the past year.

The Task Force met twice; once in September, 1990 and again in March, 1991. At the March meeting, Task Force members reviewed and revised a guidebook, prepared by S. Hendricks (Co-chair), that had largely been the result of feedback obtained from a time trial conducted one year ago. The results of this pilot project were reported in **BMC** in 1989, v.11 #1.

In order to test the viability of the formulae and instructions provided, and to evaluate the ease and consistency with which data could be collected using the Guide, twenty health science libraries were asked to participate in a second pilot project. As in the first time trial, they represented a cross-section of institutions in categories A-D as outlined in the **Standards for Canadian Health Facility Libraries**. Each site was sent a copy of the draft document **Workload Measurement Systems: a Guide for Health Facility Libraries**, as well as sample time sheets, instructions, and evaluation forms. Rather than have each participant collect data for every library activity (as had been done in the first trial), each was asked to collect data in one to two specific areas only.

The Task Force felt that this would increase compliance and consistency of reporting.

Each site was asked to collect data and record the actual time taken to perform each activity in their area(s) over ten consecutive working days between April 8th and May 3rd, 1991. Questions and/or results were to be directed to J. Bayne by early May.

Of the twenty sites involved, twelve returned data. Four libraries from the Hamilton area, not originally asked to participate, responded with results, which both increased the statistical reliability of the data obtained and raised the response rate to 67%.

The most significant finding to emerge from this pilot project was that the data was consistently and uniformly collected. This has led the Task Force to believe that not only was the Guide useful in explaining how to collect data in a standardized format, but also that the work sheets provided were comprehensive and flexible. Though each participant was free to change the work sheets to meet the needs of the library, only one site did so; this suggests that the sheets were in fact capturing the majority of library functions.

Results to date look very promising. The only activity in which there was enough data to render the results statistically significant

was Interlibrary Loans (borrowing and lending). Eight sites submitted data in this area. Though results were obtained for other areas studied, in most cases data was insufficient to enable us to draw significant conclusions. This was particularly so for the "management" areas where results varied considerably depending on site size and complexity. This is not to suggest, however, that the data was not useful. In fact, it only points to the need to develop a larger database of results from multiple sites that would enable average times to be collected and significant conclusions to be drawn.

The Task Force received much constructive feedback about the Guide and the formulae provided to time library activities. Suggestions ranged from providing more examples and clearer definitions to linking workload statistics more closely to productivity measures. All comments will be treated with the utmost concern and incorporated as much as possible into the final document.

If any reader would like further details on the results of this project or would like to make suggestions, please contact the author. As soon as the Guide, mentioned above, has been revised and approved by **CHLA/ABSC**, health sciences librarians will be informed of its availability and cost.

In conclusion, results of this pilot project suggest that the Task Force has met its mandates of defining which library operations might be monitored, and developing practical guidelines/ standard formulae to assist health care librarians in implementing workload measurement programmes. The Task Force plans to meet once more in the fall of 1991 to revise the

Guide and recommend future action to **CHLA/ABSC**. Among these recommendations will be the need to develop an ongoing database of results from libraries that collect data using the formulae provided and the need to approach the MIS Project Team in Ottawa for advice, feedback and support.

On behalf of the Task Force, I would like to extend our gratitude to all of those who participated in this project.

TREASURER'S REPORT

Vivien Ludwin

The audited financial statements prepared by Mr. Kenneth D. Kimmerly, C.A., and presented to the membership at the Annual General Meeting in Hamilton, are printed here for your information.

During 1990 CHLA/ABSC expenses exceeded income by \$5,269. This was not a surprise; in fact, a shortfall was anticipated in the projected budget for the 1990 year. The major reasons for this are the increase in the cost of postage, the cost of publishing the Sourcebook of Canadian Health Statistics, the difference in conference revenue over the previous year, and the increase in sundry expenses. This excess of expenses over income over one year is no cause for alarm; however, the situation will be monitored to ensure that this does not become a trend.

In Statement III, which details the income and expenses for 1990, there are several items which warrant further explanation.

Membership Dues: It is gratifying to see such a marked increase in membership, which signifies, of course, a vibrant, growing Association.

Conference Income: This is the revenue from the 1990 conference in Edmonton. Such monies allow CHLA/ABSC to

undertake special projects such as the task forces, and to produce non cost-recovery promotional materials eg. the brochure We have answers.

Sundry Sales-Publications: The large amount is testimony to the huge success of the Sourcebook of Canadian Health Statistics. The Standards for Canadian Health Care Facility Libraries continues to sell steadily as well.

Interest earned: Bank interest and interest from term investments.

Printing and Postage: Included here are the publication and printing costs for BMC. The significant increase is due mainly to the increased cost of postage, editing and publishing of the Sourcebook of Canadian Health Statistics, and the printing of the library section of the CCHFA Standards.

Board Travel: These expenses covered two board meetings, in Calgary and Kingston, pre- and post conference board meeting expenses in Edmonton, and the President's attendance at the Association of Canadian Medical Colleges Meeting in Ottawa.

Task Force Travel: These expenses covered meetings of the MIS Task Force, CCHFA liaison, and the ILL Committee.

Promotion Expenses: The major expenses were production of the brochure We have answers, and the advertisement in CLA for the Sourcebook. There was some income from sale of T-shirts.

Secretariat: Expenses incurred by the Secretariat in fulfilling such tasks as the maintenance of the membership database, initial receipt of all money, correspondence, sale of CHLA/ABSC publications and other items, creation of the membership directory, postage, office expenses, and storage of CHLA/ABSC material. In 1990 the Secretariat produced the tax receipts for the CE courses for the first time, and took over the ballot mailing. The very large increase in sale of publications significantly increased the workload of the Secretariat.

Sundry: Includes postage, courier, fax, telephone etc. incurred by board members, and corporations act filing. The large increase reflects the cost of various awards made during 1990.

GENERAL COMMENTS:

Investments: \$15,000 has been invested in a T-Bill and Ontario Hydro Strip Coupon to take advantage of high interest rates.

CONCLUSION:

My two year term as Treasurer of CHLA/ABSC ends June 1991, and I would like to take this opportunity to say how much I have enjoyed serving as Treasurer, and to thank the membership for providing me with the opportunity to serve on the Board of CHLA/ABSC. Serving as a Board

member has been gratifying and rewarding, has strengthened my commitment to CHLA/ABSC and has further convinced me of the vital importance of the Association in promoting excellent access to health care information and fostering high quality health sciences library facilities across Canada.

CANADIAN HEALTH LIBRARIES ASSOCIATION STATEMENT II
STATEMENT OF CAPITAL
AT DECEMBER 31, 1989

| | YEAR ENDING <u>DEC. 31, 1990</u> \$ | ENDING <u>DEC. 31, 1991</u> \$ |
|--|---|--------------------------------------|
| Opening Balance | 49,685.00 | 47,886.00 |
| Adjustment from Prior Period | | 200.00 |
| | <hr/> 49,658.00 | <hr/> 47,686.00 |
| Less: Excess of Expenses Over Income Statement III | 5,270.00 | - |
| Add: Excess of Income over Expenses - Statement III | | 1,972.00 |
| | <hr/> | <hr/> |
| Balance December 31st | <u><u>44,388.00</u></u> | <u><u>49,658.00</u></u> |

CANADIAN HEALTH LIBRARIES ASSOCIATION STATEMENT III
STATEMENT OF INCOME AND EXPENSES
FOR THE YEAR
ENDING DECEMBER 31, 1989

| | YEAR ENDING <u>DEC. 31, 1990</u> | YEAR ENDING <u>DEC. 31, 1989</u> |
|--------------------------------|-------------------------------------|-------------------------------------|
| <u>Income</u> | \$ | \$ |
| Membership Dues | 22,488.00 | 20,604.00 |
| Conference Income | 7,868.00 | 21,261.00 |
| Sundry Sales - Publications | 12,832.00 | 3,719.00 |
| Interest Earned | 3,048.00 | 2,413.00 |
| | <hr/> | <hr/> |
| Total Income | 46,236.00 | 47,997.00 |
| | <hr/> | <hr/> |
| <u>Expenses</u> | | |
| Printing and Postage | 22,199.00 | 16,320.00 |
| Translation | 336.00 | - |
| Travel and Meetings | 8,762.00 | 11,888.00 |
| Task Force | 5,242.00 | 4,875.00 |
| Audit Fee | 1,000.00 | 1,000.00 |
| Course Expenses | - | 947.00 |
| Promotion Expenses | 1,978.00 | 2,488.00 |
| Depreciation | 2,435.00 | 2,435.00 |
| Secretariat | 7,449.00 | 5,288.00 |
| Computer Supplies | 245.00 | 113.00 |
| Bank Charges | 139.00 | 304.00 |
| Sundry | 1,721.00 | 367.00 |
| | <hr/> | <hr/> |
| Total Expenses | 51,506.00 | 46,025.00 |
| | <hr/> | <hr/> |
| Excess of Expenses Over Income | 5,270.00 | |
| | <hr/> | <hr/> |
| Excess of Income Over Expenses | | 1,972.00 |
| | <hr/> | <hr/> |

REPORT OF THE NOMINATIONS AND ELECTION COMMITTEE

Donna Dryden

I was pleased to announce to those members of CHLA/ABSC who were present at the AGM in Hamilton the names of the successful candidates in the 1991-92 election.

Vice-President (Acclaimed):

Ada Ducas
Head of Science Library
University of Manitoba, Winnipeg

Directors:

George Beckett
Health Sciences Library
Memorial University of Newfoundland
St. John's, Newfoundland

Jill Faubert
Sarnia General Hospital
Sarnia, Ontario

A total of 511 ballots were mailed to the membership; 255 ballots were returned. Two hundred and fifty-two valid ballots were counted; there was one spoiled ballot and two ballots received after the deadline.

I would like to thank the members of the Nominations Committee and of CHLA/ABSC who submitted nominations for this year's election. I would also like to thank those members who let their names stand but who were not elected on this occasion: Johanne Hopper, Penny Levi, and Peter Schoenberg. I would also like to acknowledge the support of Dorothy Davey who

coordinated the mailing of the ballots to the members of CHLA/ABSC.

Retiring from the Board are Vivien Ludwin who served as Treasurer for two years, and Donna Dryden whose term as Past-President concludes a three-year term of office. Regretably Susan Hendricks, Vice-President/President Elect, tendered her resignation from the Board due to personal reasons. Ada Ducas will assume the role of President and a by-election for the position of Vice-President/President Elect 1991-1992 will be held.

REPORT OF THE CHLA/ABSC CE COORDINATOR 1990/91

Linda Wilcox

CE PROGRAMS

The 1991 Annual Meeting in Hamilton placed a strong emphasis on the Continuing Education component of the program. Registrants were offered an opportunity to attend the following:

Hands-On CCINFO disc and
CCINFO line
Embase I Training Session
Beyond Medline (Dialog)
MLA CE NP-101 Getting Your
Message Across
CHLA/ABSC CE 91-1
Panning for Gold
CHLA/ABSC CE 91-2
Managing Your Hard Drive
CHLA/ABSC CE 91-3
Evaluating Library Services
CHLA/ABSC CE 91-4
Designing Work Space that Really
Works
CHLA/ABSC CE 91-5 Stress
Management

Many thanks to Linda Panton and her CE Committee for such a full and enticing program.

TELECONFERENCING PROGRAMS

The CE Coordinator continued to work with the CE Chair of the Ontario Hospital Libraries Association to organize the schedule of programs for Telemedicine

Canada's Hospital Libraries Series. The enthusiasm and expertise that Jennifer Bayne injects into each program in her role as moderator contributes greatly to the success of using this medium and for this, we thank her very much.

The 1990/91 topics were:

Hospital Library Networking: the Hamilton experience (Linda Panton); **Volunteers in the Medical Library** (Mary Gillies); **Managing the Visual Arts Slide Library: a model for other disciplines** (Brenda MacEachern); **Resources in Geriatrics for the Hospital Library** (Madelaine Grant); **Update on Revisions to Canada's Copyright Act** (Judith McAnanama); **Database Management** (Dorothy Davey); **The Stress of Success: make it work for you!** (Robert Sopo); **Designing and Implementing a New Combined Small Library** (Anna Henshaw); **Alphabetic Annotated MESH: a tool for subject cataloguing** (Sue Gillespie); **Raising the Profile of the Hospital Library: one library's experience** (Mary Gillet); **Preparing a Business Case: how to get what you really want and need** (Pamela Stoksik); **Recapturing and Effectively Managing Your Most Valuable Resource - Time!** (Shelley Aubry). Many thanks to all our speakers! Telemedicine Canada provides an opportunity for participating sites to evaluate programs and list the number of people listening in at each site. Site participants are encouraged to complete these forms as Telemedicine does pass this information on

to the CE Coordinators to assist with future program planning.

CE COLUMN

The CE Column in **BMC** again featured a series of articles reprinted with permission from **Memorial University Teaching and Learning Newsletter**. Topics useful for both library instructors and for library patrons included:

"Aids to Learning and Remembering" ;
"Becoming a CE Instructor" ;
and, "Tips on Lecturing".

FACT SHEETS

The Fact Sheets inserted in **BMC** during 1990/91 were: #8 - Interlibrary Loans and Electronic Mail (Wanda Nowosielski) ; #9 - Bar Coding Technology (Dianna Rodgers); #10 - Setting up a Local Area Network (George Beckett). The CE Coordinator welcomes suggestions from the membership re innovative technologies pertaining to libraries.

STUDENT PAPER PRIZE

The second annual Student Paper Prize was presented this year to Mary Anne Howse, a student in the Faculty of Library and Information Science at the University of Toronto. Watch for this award-winning paper to be published in **BMC**.

GUIDELINES FOR CE COURSE DEVELOPMENT

These Guidelines are now available

from the Secretariat for members who would consider developing a CE Course that is of particular, ongoing interest to our membership. The Board recognizes Joanne Marshall who first developed these guidelines and this finished publication is mainly a result of her efforts. The Board encourages any member to be the first to make use of these guidelines!

CE INSTRUCTOR'S ROSTER

Any CE Committee that is trying to plan a CE Course or Conference would appreciate having a list of CHLA/ABSC members who are willing to speak or conduct workshops on various topics. Please consider submitting your name and encourage other members of your chapter to participate as well.

PUBLIC RELATIONS AND MEMBERSHIP REPORT

Ada Ducas

The activities of the Public Relations and Membership Director have focused on marketing the Association, the membership, and publications, and on updating some CHLA/ABSC documents.

BROCHURE

The "We Have Answers" promotional brochure was distributed to all CHLA/ABSC members through BMC. The executive decided to distribute the brochure to all hospital administrators across Canada. A list of hospital administrators was purchased from the Canadian Hospital Association. A total of 1250 packages were mailed. The covering letter was translated into French, 1008 packages included an english cover letter and 242 included a french cover letter.

The brochure has had a very enthusiastic response from the membership, and several members have requested the opportunity to purchase additional copies for distribution within their own institutions. The purchase price for additional copies has been set at \$0.70 each or \$35.00 for 50 copies.

SOURCEBOOK

The publication of the Sourcebook of Canadian Health Statistics was met with as much enthusiasm as the continuing education course which gave birth to it. To date a total of 320 copies have been sold. The Sourcebook was marketed through Feliciter,

and BMC. Promotional flyers were sent to Canadian epidemiologists, and lastly the authors themselves marketed the Sourcebook.

CHLA/ABSC DIRECTORY/ANNUAIRE

The Directory/Annuaire's look and content has undergone a dramatic makeover. The changes were made so that members would be able to find information on most of the CHLA/ABSC's activities in one place. The name has been changed from Membership Directory/Annuaire Des Membres to Directory/Annuaire in order to reflect the changes in the content. Some of the major changes that have been made are:

- name change
- the overview to the directory now includes information on CHLA/ABSC's:
 - mission statement
 - past and present section
 - statement of values
 - policy statement on technology
 - membership classes and benefits
 - chapters
 - publications
 - conferences
 - archives
 - office of the secretariat
 - a listing of the Board of Directors
 - a listing of past elected officials
 - the BMC editors
 - representatives to Affiliated Organizations
 - a listing of chapter presidents
 - a listing of Committees and Task forces with their terms of

- reference and the names of their members
- an Honours and Awards section with the terms of reference and the recipients
- the By-Laws of the Association
- the main directory listing is alphabetical
- there is a separate institutional index
- there is a listing of members by province

A new cover was also designed for the **Directory/Annuaire**. The cover illustrates different ways that libraries communicate with each other.

CONTINUING EDUCATION CERTIFICATE

The Continuing Education certificate was redesigned. Aside from its new look, the major change made is that the certificates are now bilingual.

REPORT OF THE EDITORS OF BIBLIOTHECA MEDICA CANADIANA

Jill Faubert
Editor

Diane Jewkes
Assistant Editor

purchase of new equipment in order to enhance and facilitate the printing process.

The \$3,000.00 allocated for **BMC** issues has been spent as follows:

| | |
|----------------|---------|
| Part-time help | 2625.00 |
| Translation | 250.00 |
| Miscellaneous | 125.00 |

Diane Jewkes, from Chatham, will assume her duties as Editor with issue 13(2). The Board of Directors has appointed Peter Schoenberg, from Edmonton Alberta as Assistant Editor for **BMC** volume 13(2-4) and volume 14 (1).

The current editors have published issues 12(2), 12(3), 12(4) Of **Bibliotheca Medica Canadiana**; 13(1) is in the middle of the publication process and will be distributed in mid July. Volume 12 contains 235 pages in four issues, exclusive of the index. This year's issues contain 5 Conference Papers and 8 Original Papers as well as the regular reports and features outlining the news, notes and business of the association. The editors would like to take this opportunity to thank all those who contributed to Volume 12.

Volume 12 continued to use the format established for **BMC** with volume 10. The editors asked for the readerships' opinions on all aspects of **BMC** ranging from covers to content. A letter asking for similar input has been sent to the **BMC** correspondents. The response to **BMC** has been encouraging and helpful. Suggestions for improvements include: and 8 1/2" format size, clearer layout of the Table of Contents, clearer type, change of title (no alternate titles were suggested), cover should include the date of the issue volume, and the name **Canadian Health Libraries Association**. A white, navy, and burgundy colour scheme was suggested. The content was generally satisfactory and positive comments on the present format, style, and the title were expressed. Other issues currently under study for **BMC** production include the use of recycled and/or acid free paper and the

The editors gratefully acknowledge the ongoing support and encouragement received from Linda Wilcox, **BMC's** previous editor. We particularly wish to recognize also, the time, talents and commitment given to the **BMC** production process by the **CHLA/ABSC** members,-- Michelle Leblanc-Poitras, Dorothy Davey, and Bruna Ceccolini. A heartfelt thanks is extended to the **BMC** Correspondents in each chapter across the country. Their enthusiasm and their timely submissions keep the news and notes flowing from border to border. Another major source of support throughout the year has been the **CHLA/ABSC** Board of Directors and the editors appreciate their creative ideas and suggestions. And last but definitely not least, the editors thank the members whose professionalism, creativity, and dedication has been illustrated in their written submissions to **BMC**.

REPORT FROM THE HSRC ADVISORY COMMITTEE

Claire Kelly
Merck Frosst

The Spring Meeting of the HSRC Advisory Committee was held on May 24, 1991. In attendance were Susan Libby (CHLA/ABSC), Marianne Bruce (CHLA/ABSC), Johanne Hopper (ASTED), Claire Kelly (CHLA/ABSC), Vivien Ludwin (ACMC), Bernard Dumouchel (CISTI) and Maureen Wong (HSRC). A warm welcome was extended to new CHLA/ABSC member Susan Libby of Moncton Hospital.

The issue of the Joint CISTI/-CHLA/ABSC/ACMC/ASTED ILL Subcommittee was discussed. This is a Subcommittee which was established as a result of the Flower Report. Meetings were held at the same time as HSRC meetings, but members were generally not those of the HSRC Advisory Committee. ILL concerns were not being addressed by HSRC. A suggestion has been made that this Subcommittee be dissolved and that its concerns become part of the focus of the HSRC Advisory Committee. It was agreed among HSRC members that HSRC might well serve as the umbrella for this ILL committee as 1) resource sharing is one of the major concerns of the HSRC Advisory Committee; 2) each of the organizations, CHLA/ABSC, ACMC, ASTED, CISTI, are represented on the HSRC Advisory Committee, and 3) the HSRC Advisory Committee already meets twice a year; 4) funding for ILL Subcommittee meetings presents a problem.

At the present time a copy of the original mandate of the ILL Subcommittee has been requested so that it may be studied to ensure that HSRC Advisory Committee may properly assume the responsibilities. One recommendation is the assurance that Kathryn Mikoski or a representative of the CISTI ILL Unit attend the HSRC Advisory Committee meetings. Further consideration and implementation of this plan is expected by the end of 1991.

It was with much regret that the Committee was advised of the retirement of the Director General, Mr. Elmer Smith.

Mr. Bernard Dumouchel, the Acting Director General welcomed the Committee members and reiterated that CISTI is committed to providing scientific, technical and medical information in keeping with its new Mission Statement. A market analysis was done to study costs - both direct and indirect including overhead and soft costs (buildings) in order to place itself in a full cost-recovery position, and a business plan was developed.

Some of the findings for CISTI are:

1. The collection is the foundation of its services.
2. Partnerships must be cultivated/improved with the professional community (Librarians)
3. CANOLE and other databank services must be repositioned-focus must be made

on the unique Canadian databases as well as providing major databases through CANOLE.

4. A front-end /menu system is expected on CANOLE by the end of 1991- not all end users are computer literate.

5. CANOLE will eventually be tapped through university library systems.

6. Partnerships will be formed with government, industry to provide unique databases.

7. CISTI will focus on document delivery as one of the few means of generating revenue - especially from foreign countries - to develop and keep its collection.

In elaborating on this Mr. Dumouchel reiterated that CISTI is committed to service. Each user will be assured of the very best level of service, especially small centres, although not all services will necessarily be available.

In regard to costs of services, in particular ILL's, a discussion arose on the merits of the provision of information for the "public good". CISTI is under pressure to produce revenue and it believes its "public good" is its collection which must be paid for. It was suggested that Canadians view information as a "public good" and something to which everyone is entitled.

A discussion ensued on the variance of ILL costs within the academic community and without. It was noted that CISTI charges were the same for all users and there was little possibility that this would change. CISTI however does have different charges for non-Canadians. In an effort to contain costs CISTI is encouraging its users to process all orders electronically, a reduction of human intervention will greatly

help to streamline operations. The copyright issue was briefly mentioned with the warning that royalty charges on every copy could be imminent.

Another brief topic of interest was where should CISTI be positioning itself in its collection development. Should it be the holder of rare, seldom used items or should its collection consist of a core collection which would be used heavily? Should it hold all items which a smaller centre might need? These are questions which no doubt will be further evaluated.

Brenda Hurst, Head of Acquisitions spoke on the installation of the Automated acquisitions and Serials (INNOPAC). She presented and overview of a draft of the collection policy and some of the problems which arise due to the ever increasing costs of serials.

Kathryn Mikoski, Head of Document Delivery presented a most interesting talk on CISTI's position in the world in the supply of documents. She also spoke of the ADONIS Project which now has 400 biomedical journals available on CD-ROM, and the long term implications for libraries.

In regard to CISTI's Document Delivery, a plan of action is in place make an URGENT service available by September. The processing by electronic mail and automatic matching of orders at CISTI is providing vastly improved turn around time to users. In the future scanning by optical devices and delivery by ultra rapid facsimile machines can be looked forward to. Other systems are now being test which promise to ensure that information will be easily available to all.

CENTRAL ONTARIO HEALTH LIBRARIES ASSOCIATION (COHLA)

Annual Report

Vicky Duncan, President

The 1991-1992 Executive are:

President:

Vicky Duncan
Health Sciences Library, Grey Bruce
Regional Health Centre

Secretary-Treasurer:

Judy MacIntosh
Hospital Library, Peterborough Civic
Hospital

MEETINGS:

COHLA met twice, October 1990 and May 1991.

PROGRAMS:

The Fall meeting in October was hosted by Christie Whitman at Orillia Soldiers' Memorial Hospital. Jim Files, Technical Director, Laboratories, spoke to COHLA about the "New Health Professional Act and Its Impact on Health Sciences Libraries". Jim predicted that the Health Professional Act would replace the Health Disciplines Act in 1991. Jim concluded that health sciences libraries will play a major role in supporting the continuing education of the 25 designated health "professions".

Following the business meeting, Brian Adams, Director, Mental Health Centre, Orillia spoke to a captive audience on

"Confronting Isolation and Burnout".

Our Spring meeting was hosted by Pat Reid at the Mental Health Centre in Penetanguishene. Sandra Marden from the Centre was our guest speaker and gave a thought-provoking presentation on Multiculturalism. Another focus of the meeting was resource sharing, as a means of survival in times of cutbacks.

The revised COHLA Union List of Periodicals is now available to members for \$10.00 and to non-members for \$20.00.

HEALTH LIBRARIES ASSOCIATION OF B.C. (HLA)

Annual Report

Barbara Saint, President

President:

Barbara Saint
St. Paul's Hospital, UBC

Vice-President/President-Elect:

Kathy Ellis
Kinsmen Rehabilitation Foundation of
B.C.

Secretary:

Barb Trip
Vancouver General Hospital School of
Nursing

Treasurer:

Adrienne Clark
B.C. Medical Library Service

Forum Editors:

Andy Stefanelli
Registered Nurses Association of B.C.
Stacey Belden
UBC Press
Beth Morrison
B.C. Cancer Agency

Blatherwick recounted fascinating public health concerns. Special guests at a third meeting, executive members of the Pacific Northwest Chapter of the Medical Library Association, participated with HLA in a spirited discussion of health sciences librarianship.

Committees were active again this year. Chaired by Pat Lysyk, the Continuing Education Committee conducted the workshop "Winning with words", taught by Bonnie Stableford. The Consumer Health Committee, under co-chairs Joan Andrews and Margaret Price, made further additions to the consumer health bibliographic database "Healthquest", now accessible online. Co-ordinated by Nancy Forbes and Barb Trip, the Union List Committee produced a third edition of the Union List of Serials. It is available for purchase at \$40 per copy to non-participants. A grant was gratefully received from the B.C. Ministry of Health to support publication. The Social Committee's efforts culminated in an excellent Greek dinner at the annual general meeting. Four issues of the "Forum" were published under the direction of Andy Stefanelli, Stacey Belden, and Beth Morrison.

Led by Dan Heino, HLA responded to the B.C. Royal Commission on Health Care and Costs with an oral presentation and a written submission. CHLA/ABSC has a

The past twelve months have been another busy and productive year for HLA. A record sixty-six members participated in a variety of activities. Four general meetings were held; hosts included David Noble of the B.C. Cancer Agency, Cathy Rayment and Pat Young of the Vancouver Health Department, and the staffs of the B.C. Medical Library Service and Woodward Library, UBC. Two clinical programmes were presented; Dr. L. Turner gave an illustrated history of breast cancer surgery, and Dr. J.

copy of the report.

As a participant of the bi-ennial Health Conference, HLA will sponsor a workshop at the November 1991 meeting. Jim Henderson will demonstrate methods of searching MEDLINE. HLA will display library promotional literature. HLA members are also involved in planning the PNC/MLA meeting to be held in Vancouver in October 1992.

Several members retired this year. Ann Nelson, George Freeman, and Doug McInnes leave UBC after many years of dedicated service. Bill Fraser leaves BCMLS after a remarkable record of achievement. His significant contribution to librarianship is recognized by CHLA/ASBC and MLA.

The 1991/92 executive is as follows:

President:

Kathy Ellis
Kinsmen Rehabilitation Foundation of
B.C.

Vice-President/President-Elect:

Pat Lysyk
Hamber Library, UBC

Secretary:

Barb Trip
Vancouver General Hospital School of
Nursing

Treasurer:

Adrienne Clark
B.C. Medical Library Services

Forum Editors:

Beth Morrison
B.C. Cancer Agency
Rebecca Raworth
B.C. Courthouse Library

KINGSTON AREA HEALTH LIBRARIES ASSOCIATION (KAHLA)

ANNUAL REPORT

Barb Carr, President

The new KAHLA executive took office in April 1991 for a two year term. The members of the executive are:

President:

Barb Carr

St. Lawrence College Library

President-Elect:

OHA Region 8 Liaison Officer:

Michelle Lamarche

Brockville Psychiatric Hospital

Secretary-Treasurer:

Karen Gagnon

Kingston Psychiatric Hospital

Past-President:

Margaret Darling

Kingston General Hospital Library

The Association met formally on three occasions during the past year, in November, January, and April. Much discussion at the meetings centred around the CCHFA Standards, and various submissions were made by KAHLA to the Task Force on revisions to the Standards. At the April meeting, Suzanne Maranda of Queen's Bracken Library gave a presentation on the Information Literacy component which will be taught by library staff beginning this fall as part of the new medical school curriculum at Queen's.

Various members of KAHLA also met informally throughout the year to attend the 12 Telemedicine conferences hosted by the Hotel Dieu Hospital Library in Kingston.

A new initiative this year was an outreach project to OHA Region 8 hospitals not currently represented in KAHLA. A survey was conducted in the fall of 1990, and follow-up visits were made by 2 KAHLA members in the spring of 1991 to institutions who expressed an interest in knowing more about KAHLA and the development of hospital libraries. The visits were also a means of delivering and information package, including the CHLA/ABSC Standards for Canadian Health Care Facility Libraries 1989, to these institutions.

Two publications which are important to facilitating local resource sharing were updated during the past year. Kingston Public Library published a new edition of the Union List of Consumer Health Books, and St. Lawrence College produced the 1990 annual Title Guide to Medical Serials in the Kingston Area.

The past year has seen many successful projects undertaken and we look forward to another productive year.

LONDON AREA HEALTH LIBRARIES ASSOCIATION (LAHLA)

ANNUAL REPORT

Linda Voelker, President

1991-1992 Executive:

President:

Linda Voelker
Sciences Library,
University of Western Ontario

President-Elect/Secretary:

Mary Gillet
Victoria Hospital

Treasurer:

Leslie-Ann Legge
Parkwood Hospital

Past President:

Linda Wilcox
Shared Library Services,
South Huron Hospital Exeter

Membership levels are similar to 1990, and this year has seen the addition of both membership fees and the executive position for Treasurer.

Several long term members have retired from their respective libraries: Asta Hansen from the Children's Psychiatric Research Institute; Dora McPherson from University Hospital; and Marg Mockler from Children's Hospital of Western Ontario. A former president of LAHLA, Jean Heriot, has resigned from St. Thomas Psychiatric Hospital and is heading West! The new librarian at C.P.R.I. is Alexander Lyubchansky. We

wish them all the best in their endeavours.

The October 1990 meeting was held at Children's Psychiatric Research Institute and hosted by Asta Hansen. One highlight of the meeting was a brief talk by Catherine Quinlan, new Director of Libraries for the University of Western Ontario, in her capacity as President of CHLA/ABSC. Lorraine Busby gave an update on the progress of the new addition to the Sciences Library at UWO which opens September 1991, and will be known as the "Allyn and Betty Taylor Library".

Our Spring 1991 meeting was held on April 25, hosted by Mai Why at London Psychiatric Hospital. The Advanced Medline Update Course was given by Mary Low from HSRC in the morning, and the LAHLA meeting was held in the afternoon. Both sessions were very well attended, and this format seems to work well for people who have some distance to travel, or find it hard to take time away from work on two separate days.

Two new committees have been formed: the Consumer Health Education Committee is a subcommittee of LAHLA, and its aims are to promote the acquisition of consumer health information materials by a variety of information centres, to assist patients, family, staff, the general public, health care professionals, or health educators, in accessing information that is relevant for the purposes of health decision-making at many

Bibliotheca Medica Canadiana

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levels. The UWO/Teaching Hospital Interest Group is not a direct committee of LAHLA, but does report back to LAHLA through the president any concerns of the group that may affect the membership as a whole. The Sciences Library, Faculty of Medicine, and UWO affiliated hospital librarians have also taken out a joint membership in the Health Sciences Consortium out of Chapel Hill, North Carolina, which allows for considerable discounts on audiovisual materials and computer-assisted instruction packages. With so many libraries facing budget cuts, an effort is also being made to allow LAHLA libraries to take advantage of multiple copy discounts for CD-ROM products through subscriptions coordinated with the University.

A questionnaire was distributed to all members by the Pay Equity Subcommittee in a effort to establish an information base to analyze the effects of the Pay Equity Legislation on the positioning of the various LAHLA libraries in terms of recruitment and retention.

This coming year we look forward to the ongoing cooperation of LAHLA members at a time when we are all trying to do more with less, or at the least maintain current services and collections. Journal cancellation projects will probably become the norm in our struggle to stretch shrinking budgets, and it would appear that our cooperation will need to extend beyond Chapter boundaries to include the province and the country.

MANITOBA HEALTH LIBRARIES ASSOCIATION (MHLA)

ANNUAL REPORT

Anne Thornton-Trump, President

1990-1991 Executive Committee: Anne Thornton-Trump, President, Marilyn Brooke, Vice-President/President-Elect: Brian Watson, Secretary, Hussein Davoodifar, Treasurer.

This year was an active one for our Association and committees. The MHLA Serials Holdings Committee is preparing for the June publication of the 1991 edition of the Union List of Selected Serials. This edition is being produced by Charley Pennell, a MHLA member. He will provide the Association with a camera-ready master list, copies of each contributor's titles and holdings, the database on diskette and documentation. The A/V Interest Group's initial Unions List of Video-cassettes was published in the Fall of 1990. To date, approximately 15 copies have been distributed or sold. The Interest Group also continued to submit articles to the MHLA News. Once again, MHLA Group participated in the Manitoba Health Organization Annual Conference in November, 1990. MHLA sponsored a session titled "Health Information for All", following MHO's theme "Health for All?". Ada Ducas spoke on MHINET, a project serving provincial health workers, especially the Manitoba Association of Registered Nurses and Manitoba Health Organization members. Hussein Davoodifar, gave a presentation on the University of Manitoba, Medical Library

Extension Services for rural physicians. David Boilard, from the University of North Dakota, Harley French Health Sciences Library, highlighted their Outreach Services. Judy Inglis, from Deer Lodge Centre, spoke about their Geriatrics Resource Information Services. The Programme Committee organized a tour of the Manitoba Health Information Resources Centre following our September, 1990 meeting. The tour included a demonstration of the Centre's computer and software packages. Following our Winter, 1991 meeting, Charley Pennell and Sonia Paas demonstrated two Interactive Video packages. A tour of Misericordia Hospital will follow our AGM. Three issues of the MHLA News were published. The editorship passed from Charley Pennell to the able staff at the Deer Lodge Centre with the Spring 1991 issue. The Current Awareness Committee had a successful year circulating packages of tables of contents pages to members. The North Dakota Liaison Committee was active. In September several MHLA members traveled to the Health Sciences Interest Section meeting of the North Dakota Library Association. The On-line Users group met before the Fall and Winter business meetings.

In the fall of 1990, CHLA/ABSC accepted our invitation to come to Winnipeg for the Association's June 1992 Conference. Since then, a committee co-chaired by Judy Inglis and Ada Ducas has been at work

planning all aspects of the Conference. The ideas, enthusiasm and hard work will result in an excellent conference.

Three business meetings were held in 1990-1991: the Fall Meeting was held September 26, 1990 at Manitoba Health; the Winter Meeting was held at the School of Nursing, St. Boniface General Hospital, February 13, 1991; and the Annual General Meeting was held April 30, 1991 at Misericordia General Hospital.

The Association's membership for 1990-1991 included 20 personal members, 23 institutional members, 1 associate and 3 honorary members. We had 2 new personal members and 1 new institutional member.

The Nomination/Elections Committee sought nominations for new members of the next Executive Committee. The new members elected by acclamation are: Greg Wilton, Vice-President/ President Elect; Jan Johnson, Secretary; and Lorna Weiss, Treasurer. They will join the new President, Marilyn Brooke to form the 1991-1992, Executive Committee. Good Luck.

I would like to thank my fellow officers, Marilyn, Brian and Hussein for their help and support throughout the year. To members of the Association, I thank you most sincerely. I would be negligent if I did not mention Trudy Dyck, Annegret Horton, Deena Wats, and Bev Brown, those wonderful women at the Neilson Dental Library who put up with me and encouraged me and kept things running when I spent time on MHLA throughout the last year and a half. All of you are wonderful.

Finally, for Barb Carstens, we miss you and remember you.

MARITIMES HEALTH LIBRARIES ASSOCIATION/ASSOCIATION DES BIBLIOTHEQUES DE LA SANTE DES MARITIMES (MHLA/ABSM)

ANNUAL REPORT/RAPPORT ANNUEL

Marthe Brideau, President/Presidente

L'association s'est reunie au mois d'octobre 1990 au Moncton Hospital, Moncton N.B. 15 personnes y ont assistees. Our guest was Ms. Betty Sutherland, new head of the W.K. Kellogg Health Sciences Library, Dalhousie University, Halifax, NS, since August 1990. She gave us a presentation on the library functions and services. We had a very good discussion on ILL services that the library provides.

The Nova Scotia section has decided to meet once a month. Nous avons publie un numero du MHLA/ABSM Bulletin au printemps 1991. Un merci special a Anne Kilfoil et Susan Libby pour leur beau travail de meme qu'aux personnes qui ont participe a la redaction du Bulletin.

Susan Libby, Librarian at the Moncton Hospital gave, in the spring a MEDLINE refresher course for the persons who work in the small hospitals of New Brunswick. We were also glad to learn that Ms. Libby has been appointed as one of the Advisory Committee of the Health Sciences Resource Centre (HSRC) at CISTI.

L'association veut publier une nouvelle edition de son "Health Libraries Directory of the Maritime Provinces." Mad. Betty Sutherland va s'occuper d'envoyer une lettre et un questionnaire aux personnes concernees.

Our union list of periodicals will be ready by the end of the summer. There will be 17 libraries in it.

Two of our members retired last year: Ann Manning, head of W.K. Kellogg Health Sciences Library, Dalhousie University; Linda Harvey, Head of Public Services, W.K. Kellogg Health Sciences Library, Dalhousie University. We wish them all the best and we would like to thank them for all the work and services they have done for the MHLA/ABSM.

NORTHERN ALBERTA HEALTH LIBRARIES ASSOCIATION (NAHLA)

ANNUAL REPORT

Linda Slater, President

The 1991/91 year did not have quite the excitement of the previous year (i.e. the year that we hosted the CHLA/ABSC Conference). However, the NAHLA membership did not go into complete hibernation in order to recover. One highlight of the year was a ceremony held on Dec. 5, 1990 to donate a dictionary stand to the Cross Cancer Institute Library in honour of the late Kathy Sharma, a founding member of our association. The dictionary stand was bought by funds donated by NAHLA members, Kathy's colleagues at the Cross Cancer Institute, and individuals from the wider library community.

Another notable occurrence was the formation of the Hospital Library Group. It was formed as a sub-group of NAHLA in response to the desire of hospital librarians to have a forum where they could bring up concerns that were unique to hospital libraries. The group has met several times with Donna Dryden as coordinator.

NAHLA has undertaken the updating of its Union List of Serials. Donna Dryden and Peter Schoenberg have been coordinating the update activities and predict that the list will be finished sometime in the fall of 1991.

Peter Schoenberg is in the process of setting up a group address for all NAHLA

libraries having an ENVOY password. When this has been completed we will make the address known for anybody who wishes to use it.

The executive for 1991/1992 has been assembled. It will consist of:

President:

John Back
Weinlos Library
Misericordia Hospital

Vice-President:

Gail Moores
Peter Wilcock Library
Charles Camself Hospital

Secretary:

Denise Holmen
Alberta Hospitals and
Medicare Library

Treasurer:

Marion Broverman
John W. Scott Health
Sciences Library
University of Alberta

The outgoing executive (Linda Slater, President and Theresa Burwell, Secretary) wish the new executive the best of luck in the coming year.

Plans for the up-coming year will include presenting programs where NAHLA members can share experiences, expertise, "how to" tips in a number of areas of common concern (e.g. CD-ROM, ILL, Stats, collection development, etc.) The completion of the Union List of Serials and pursuing the use of electronic mail will, it is hoped, strengthen NAHLA's function as a means through which resource sharing can be facilitated.

REPORT OF THE NORTHWESTERN ONTARIO HEALTH ASSOCIATION(NOHLA)

ANNUAL REPORT

Elizabeth Browne, President

The Northwestern Ontario Health Libraries Association (NOHLA) continued under the leadership of Elizabeth Browne, Co-ordinator and Shann Brown, Secretary.

The association met on several occasions throughout the year combining meetings with Telemedicine programs.

The formal networking proposal with Lakehead University and McMaster University has been accepted in theory by all interested groups. Further work will continue in this area, as the McMaster-Link Program is initiated. We were all saddened by the loss of Mr. Peter Mauer, Administrator of the Northwestern Ontario Medical Program. Mr. Mauer supported the network proposal and strongly supported medical/health programs in Northwestern Ontario.

Our Union List of Serials was a success and updates will be produced each year. The Union list was sent to small hospitals in the area as our outreach to underserved hospitals.

Our focus for the fall will be professional development meetings in which local resources persons will participate as speakers.

It has been my pleasure to have been the co-ordinator for the past two years and I wish to thank Shann Brown as the Secretary and all the other members who

hosted Telemedicines on their sites. Our new executive are Barbara Murray, Co-ordinator and Carol Schmaltz, Secretary.

SASKATCHEWAN HEALTH LIBRARIES ASSOCIATION (SHLA)

ANNUAL REPORT

Colleen Haichert, President

The Executive Committee for 1991/92 are:

President:

Colleen Haichert
St. Paul's Hospital

President-Elect:

Debbie Iwanchuck
Battlefords Union Hospital

Secretary:

Terry Bouchard
Regina General Hospital

Treasurer:

Marilyn Lusty
Yorkton Union Hospital

SHLA met twice in the past year. The semi-annual fall meeting was held on October 12, 1990 at St. Paul's Hospital in Saskatoon. The program consisted of: 1) a panel discussion on patient information and patient's rights; 2) a presentation by the Canebsco subscription service representative; 3) a presentation on hospital administration and the hospital library. A tour of the host library and new facilities followed.

The spring meeting was held on May 21, 1991 at Pasqua Hospital in Regina. The program included: 1) a teleconference entitled "Preparing a business case: how to get what you really want and need"; 2) a

presentation on automation in a small library; 3) a committee report on patient access to information.

This year a committee was formed from our membership to address the question of "Patient access to information". At our spring meeting a policy statement was drafted.

SHLA membership is now up to 29.

SOUTHERN ALBERTA HEALTH LIBRARIES ASSOCIATION (SAHLA)

ANNUAL REPORT

Mumtaz Jivraj, President

1990-91 EXECUTIVE COMMITTEE MEMBERS:

President:

Mumtaz Jivraj
Holy Cross Hospital

Past President:

Elaine Glover
Was at Rockyview General Hospital
(until Nov. 1990)

Secretary/Treasurer:

Jean Finley
Long Term Care Inservice
Resource Centre

MEMBERSHIP:

As of May, 1991, the membership stands at 21.

MEETINGS:

An Annual General Meeting was held on June 18, 1990. The President agreed to look after the Continuing Education.

An Emergency Meeting of the SAHLA members was called on Sept. 24, 1990 to

discuss: 1) CHLA/ABSC requested that Calgary (SAHLA) host the 1992 Conference. 2) Medical Libraries Association-Pacific Northwest Chapter requested that SAHLA host the 1991 Fall session. 3) Northern Alberta Health Libraries Association (NAHLA) had proposed a joint SAHLA-NAHLA Union List of Serials. Members voted unanimously for hosting the CHLA/ABSC conference in Calgary. (The date for the CHLA/ABSC Annual Conference in Calgary has since been changed to 1993.) A committee was struck to look into the proposal for a NAHLA-SAHLA Union List.

A general meeting was held on November 6, 1990, at which the President announced that the CHLA/ABSC Conference will be held at the Banff Conference Centre in 1993. Elaine Glover also announced that she was resigning as the President. In the absence of nominations, Jean Finley volunteered to be Secretary/Treasurer and Mumtaz Jivraj volunteered to take the President's position. Elizabeth Kirchner volunteered to carry out President's duties for six months.

A general meeting was held on February 11, 1991, at which the SAHLA-NAHLA cooperation was explored further. An Annual General Meeting was held on May 2, 1991. Judy Flax was nominated as

Vice-President. A presentation was made by the staff of the Long Term Care Centre, so that members would be more acquainted with its set-up and services. There was a discussion on topics for an upcoming workshop/seminar for the members.

EDUCATION PROGRAMS:

SAHLA sponsored two Telemedicine Teleconferences -- "Copyright" on Dec. 4, 1990 ; and, "Raising the Profile of a Hospital Library: one library's experience".

PROJECTS:

Work has begun but is not yet completed on:

NAHLA-SAHLA Union List of Hospital Library holdings.

1993 CHLA/ABSC Conference Planning Committee will be struck in the Fall.

TORONTO HEALTH LIBRARIES ASSOCIATION (THLA)

ANNUAL REPORT

Eva Gulbinowicz, President

The 1990-91 Executive:

President:

Eva Gulbinowicz

President-Elect:

Rosemary Ulyot

Past-President:

Susan Murray

Secretary:

Marilyn Schafer

Treasurer:

Marina Fedchenko

Editor, THLA News:

Bonnie Brownstein

Associate Editor:

Susan Hudson

Assistant Editor:

Joanne Collingwood

THLA held five meetings in the last year. The first one on October 15, 1990 was hosted by the C.M. Hinks Institute. The program consisted of three presentations on problems and traps to avoid when moving a library. Elizabeth Reid outlined ten points to follow for a successful move, while Susan Murray forewarned members on problems

involved with commercial movers. Rosemary Ulyot described the "nightmare scenario", when library staff is not consulted in planning the move.

Our Christmas Social was held on Dec. 3rd, at the Ontario Cancer Institute Staff House, despite an unseasonal snowstorm. Carol Morrison and her congenial staff hosted the event, enjoyed by those who braved the elements.

"Integrated Systems" was the topic of our February 18, 1991 meeting at the Canadian Memorial Chiropractic College. Speakers included Richard Earle and Laura Chakravarty of AVEC Technologies, who demonstrated EdiBase and some DataTrek modules. Maria Phipps and Lawrence Folland, together presented some features of InMagic. Participants also saw a video about the College and had an opportunity for touring the C.C. Clemmer Health Sciences Library, courtesy of Marilyn Schaffer and her staff.

"I Lost It at the Movies" was the title of Piers Handling's intriguing talk at the Faculty of Dentistry Library, U of T on April 15, 1991. The speaker, as a film historian, outlined the role and nature of a film institute, a cinematheque and a film festival, examining the differences among them.

Massey College was again the site of

our Annual Dinner Meeting on May 13, 1991. Councillor Jack Layton, Chair of the Metro Toronto Public Health Board, addressed crucial issues facing Toronto in upcoming years such as environmental pollution caused by traffic congestion and health problems arising from poverty, homelessness, and drug addiction. He outlined action being taken to resolve these situations and challenged THLA members to become part of the solution.

Five issues of THLA News were produced, along with a new edition of the **Union List of Periodicals**, through the effort of the Union List Committee chaired by Elizabeth Reid. A decision was made to produce an update the future editions of the Union List jointly with the Health Science Information Consortium of Toronto. A committee with representatives of both groups has been formed to oversee the project and an update is slated to appear during the summer of 1991.

Currently there are 151 members in the Toronto Chapter.

WINDSOR AREA HEALTH LIBRARIES ASSOCIATION (WAHLA)

ANNUAL REPORT

Toni Janik, Coordinator

WAHLA met twice this year. Our first meeting was held Sept. 19, 1990 at the Kent-Chatham Health Unit. After a lengthy business agenda, Anna Henshaw presented "Planning and Moving Small Libraries". This educational lecture was most interesting and useful. The Hotel Dieu Medical and Nursing Libraries were undergoing a merger which is now almost complete.

Our second meeting was a most successful CE day with Tom Flemming presenting "Sources of Canadian Health Statistics" on April 26, 1991. This has been our fourth CE day on a shoestring - all successful - but the Canadian content of this one increased its value to our members.

Our WAHLA membership has increased to 22 members. This has also increased the size of our **WAHLA Union List of Serials** - now currently in its 15th ed. (May, 1991).

Group projects continue to include the Repository Journal Agreement, the Inter-library Loan Agreement with the Detroit Group and updating Grace and Hotel Dieu's library holdings on OCLC in the Michigan State Union List.

The presentation of the **CHLA/ABSC** Tenth Anniversary Award to our chapter this year has helped us to purchase "Nutshell

Plus" to automate our production of a **WAHLA Union List of Monographs**. We are currently inputting the holdings of Grace Hospital. Our thanks to **CHLA/ABSC** for the award to support this activity.

W.W.D. HEALTH LIBRARY NETWORK
(Representing Wellington, Waterloo, and Dufferin Counties)

ANNUAL REPORT

Nancy Pal, Coordinator

MEMBERSHIP:

The W.W.D. Health Library Network links together 22 area health care libraries to facilitate interlibrary loan of material and resources thus ensuring a cost-effective, efficient means of delivery of information to health care professionals in the area. This past year we added our 22nd member organization, the Wellington Terrace, Elora. We continue also to be a chapter of CHLA/ABSC.

SERVICES:

Telemedicine Programs -- these were held at several of our member institutions and reported on afterwards at Network meetings. Also one of our regular meetings centred around the Telemedicine Program on "Copyright", and was hosted by St. Mary's Hospital.

Promotional Brochure -- the brochure outlining services and listings of members' names and phone numbers is now in the process of being revised.

Union List of Serials -- the University of Guelph kindly retyped, formatted and updated our **Union List of Serials**, using one of their computers thus enabling it to be updated more frequently in the future. The latest editing is due June, 1991.

Reference Service -- reference services and citation verification continues to be available to all members. Medline databases are available on CD-ROM at the University of Guelph for those who don't have access to online databases.

Online Searches -- many member libraries have online databases available to them and offer help to those libraries who do not.

Statistical Report -- statistics are kept at both the borrowing and lending libraries re number of pages photocopied and number of books borrowed. Where there was a discrepancy in reporting, the larger number was recorded. There was also an increase in photocopying by 2,108 pages within the system, 1,802 of which came from the University of Guelph, which continues to be our most important resource. An increase in the number of books borrowed was also noted.

AIMS AND OBJECTIVES FOR 1991/92:

- * to provide improved user access to external information resources in a cost-effective manner.
- * to share expertise and resources through interlibrary loan and facilitate this ILL by providing a current **Union List of Serials** and updates at a minimum cost to member institutions.

- * to initiate serials control policies to enhance the **Union List of Serials**.
- * to offer resources and programs to facilitate library staff professional development.

COORDINATORS FOR 1991-1993:

Thelma Bisch, Kitchener-Waterloo Hospital
Elaine Baldwin, St. Mary's Hospital,
Kitchener

AFFILIATED ASSOCIATION REPORT
ONTARIO HOSPITAL LIBRARIES ASSOCIATION
ANNUAL REPORT

Linda Panton, President

In accordance with our affiliation agreement with CHLA/ABSC, I am pleased to present the annual report of OHLA's activities beginning June 1990.

Annual Meeting

OHLA held a highly successful annual meeting in Toronto on November 26, in conjunction with the Ontario Hospital Association Annual Convention. The President-Elect served as Program Chair, and the other members of the Executive assisted in the planning. In response to a needs assessment carried out in 1989, the 1990 meeting topics and format were carefully chosen to reflect the needs of members. It worked! Registration went up by 40%.

The program began with a panel on Revenue Generation, with Susan Merry, Maggie Weaver, Linda Wilcox and Jennifer Bayne. Susan Hendricks reviewed CHLA/ABSC's work on MIS/Workload Measurement. Jan Greenwood brought us up to date on the latest developments with the CCHFA standards. Our luncheon speaker, Ann McKibbin, gave an entertaining talk entitled "What Happens When Health Professionals Do Their Own Searching". Good food and an opportunity to network combined to raise the registrations for the luncheon to 80 compared with 45 people

who attended a breakfast get together the year before.

The afternoon session further responded to the expressed need to share ideas with roundtables on: The Impact of CD-ROM's on Library Services; Consumer Health Information and the Hospital Library; Risk Management, and Marketing.

The 1991 Executive was announced at the Annual Meeting:

Past-President:
Penny Levi, Kingston

President
Linda Panton, Hamilton

President-Elect
Mary Gillies, Chatham (resigned
May 13/91)
Mary Gillet, London
(President-Elect after
May 13/91)

Secretary:
Elaine Bernstein, Toronto

Treasurer:
Anna Henshaw, Windsor

OHLA's appreciation is extended to Carole Tullis, Toronto, the 1989 OHLA Se-

cretary, who recorded the minutes of two Executive meetings while Elaine Bernstein was on maternity leave.

Committee Appointments

Janette Hatton, Hamilton, joined the Publicity, Fund-Raising and Forms Committee, and will be the fund-raiser for the 1991 meeting. Continuing appointments include John Tagg, OHA Liaison, Mary Conchelos, *Newsline* Editor, and Lynn Elias, as Assistant Editor. Dora McPherson, who ably planned CE events and Telemedicine conferences for the past three years, resigned as Education Chair. Margaret Darling, Kingston is the new Chair. Although the Pay Equity Committee was disbanded at the 1990 AGM, Susan Hendricks carried out a follow-up survey of the results of pay equity plans for hospital librarians, and will report the findings through *Newsline*.

Changes to OHLA's newsletter

A new column called *SOFTSELL* was introduced in *Newsline* starting with vol. 6 #1.

Continuing Education

The CE course "Strategic Planning and Strategic Thinking for Librarians" offered the day before the Annual Meeting drew 26 registrants. Telemedicine conference planning continued to be shared with CHLA/ABSC. Topics included in the 1990 series were hospital library networking, volunteers in the medical library, managing the visual arts slide library, and resources in geriatrics for the hospital library. Beginning in 1990, the annual OHA/OHLA Spring Seminar was put on a biannual schedule by

OHA due to low registration.

Strategic Planning

Discussion of what methods and printed materials could be used to increase the visibility of hospital libraries in Ontario resulted in the Association embarking on a strategic planning process. General comments on the direction the organization is taking were requested at the last Annual Meeting and in subsequent newsletters. The Executive has prepared an initial draft of a strategic plan. The Strategic Planning Committee, chaired by Penny Levi, will be requesting further member input.

Plans for the future:

Because of the importance of demonstrating the value of library services in a hospital environment, we plan to inform the all members of the results of the Rochester study. We will consider the potential for using the study and any other Ontario impact studies as evidence in presenting a revised Resolution to the OHA Resolutions Committee recommending the support of hospital library services in Ontario.

OHA has just completed its strategic plan which recommends the participation of individual hospitals in Regional Councils. Because OHA will look to Regional Councils in planning for the future of health care in Ontario, it is important that we have a library representative in each Region to report to these councils. The names of the Executive of each OHA Regional Council will be printed in *Newsline*.

Publication of the CCHFA 1991 standards heightened the awareness of how var-

ious health professionals in Ontario are credentialed. Some OHLA members asked why health sciences librarians are not certified in Ontario. In the immediate future, OHLA will inform members of the application procedure for MLA's Academy of Health Information Professionals. We also plan to look at how other health professionals are certified in Ontario.

The **Newsline** was identified by the members in our last survey as our most effective way of communicating, particularly to hospital library staff in the North. To complement changes in content, the editors plan to make some design changes in our newsletter beginning with the September issue.

For OHLA members who work in hospitals far from Toronto, OHLA will consider offering financial assistance for local workshops or travel grants to one or more OHA Districts each year.

The OHLA Executive and membership wish to convey their appreciation and continued support to **CHLA/ABSC**, and trust that we can continue to work on shared projects in the coming year.

EFFECTIVENESS INDICATORS FOR THE R.C. LAIRD HEALTH SCIENCES LIBRARY

Mary Anne House
Student
University of Toronto

INTRODUCTION

The following is a report of the process used to determine effectiveness indicators for library services at the R.C. Laird Health Sciences Library of the Toronto Hospital, The Western Division. Before the process is explained, it is important to define the term effectiveness. Effectiveness is a subjective concept and refers to how well the tasks of a library service meet the goals and objectives of the library. Measuring effectiveness is so important that it is said that libraries can not operate unless effectiveness of services is measured.¹

Measuring effectiveness is an important part of the planning process. The librarian begins with a broad mission statement of what the library should offer users. The mission statement is then broken into specific objectives of services and the tasks required to meet them. Every task or activity in the library should relate to a specific objective. The librarian then allocates staff and resources to the service so that the objectives can be met.² If the services are not meeting goals and objectives, decisions on how to improve the services are made. If the services are meeting the goals and objectives other objectives can be considered.

The best way to measure effectiveness is

through indicators. Indicators are measurable and therefore can be analyzed in order to make choices, set priorities and justify resource allocation.³ By developing indicators, the librarian can determine changes in service patterns and the causes of the changes. When indicators are first developed, the librarian's focus is on the structure of the service. Eventually, through evaluation, outcomes of the services and alternatives that will achieve a desired outcome are examined.⁴ The ultimate goals of effectiveness indicators is to improve service quality.⁵

Indicators are also useful for reporting results to management. It is important that administrators know the impact the library is making on the hospital and staff and ultimately on patient care. ⁶ The data collected can also be used to justify additional funding. If the service is not meeting its objectives adequately, the librarian will be able to demonstrate that with increased funding the service can be improved.⁷

Through effectiveness indicators, the librarian can determine the level of success by comparing collected data with data from previous years, standards, or data from other libraries. If the measurement indicates successful compliance with standards, it can be used to promote the library. If the measurement indicates a failure in meeting the standards, it can be used to persuade users to support the need for extra funding.⁸

PROJECT BACKGROUND

This project was based on a series of articles published in the periodical Dimensions. In these articles, four hospital departments--social work and discharge planning, pharmacy, physiotherapy, and infection control--were selected to report on the processes that they used to establish effectiveness indicators for their services. The departments were to select practical indicators which were produced with data already available or that could be easily collected. The ultimate goal was to produce indicators which would prove to administration that their services were effective. 9 The departments were given, as a suggested framework, a list of twelve attributes produced by the Canadian Comprehensive Auditing Foundation (CCAF).

MANAGEMENT DIRECTION: the extent to which goals and objectives are understood and reflected in management decisions.

RELEVANCE: the extent to which a service continues to respond to the problem.

APPROPRIATENESS: the extent to which the service is designed to meet objectives.

ACHIEVEMENT OF INTENDED RESULTS: the extent to which goals and objectives are realized.

ACCEPTANCE: the extent to which users are satisfied with the service

SECONDARY CONSEQUENCES: the extent to which other consequences

occur.

COSTS AND PRODUCTIVITY: relationships between costs, inputs and outputs.

RESPONSIVENESS: the ability of the service to adapt to changes.

FINANCIAL SERVICES: the cost of the service in revenues and expenses.

WORKING ENVIRONMENT: the extent to which the working environment of the service contributes to employee development and achievement and promotes commitment.

PROTECTION OF ASSETS: the extent to which the service is protected.

MONITORING AND REPORTING: the extent to which key matters about the organizational strength of the service are identified, reported and monitored.
10

In her article, "The importance of measuring library effectiveness", Margaret Beckman listed seven indicators she felt applied to the effectiveness of hospital library services:

AVAILABILITY: the extent to which information is available through purchased material, location in the library, library hours, or security against theft.

ACCESSIBILITY: the extent to which information is readily accessible within the library, outside the library and through the databases.

RELEVANCE: the extent to which information is relevant to topics of concern to the medical sciences.

TIMELINESS: the extent to which material is up-to-date and, if information is outside the library, the extent to which information can be retrieved through interlibrary loan before the user no longer needs it.

RELIABILITY: the extent to which the information is reliable.

PORTABILITY: the extent to which the information is available in an acceptable format or the technology is available to reproduce the information in a format acceptable to the user.

ENVIRONMENT FOR USE: the extent to which there is enough space for users to work comfortably, to which user stations are appropriate for use, and to which the library is quiet. 11

INDICATOR DEVELOPMENT PROCESS

When this project began, a report of each hospital department was read in order to determine how their effectiveness indicators were developed. Each department looked at the services they offered and determined the goals and objectives of those services. They then used CCAF's attributes as a framework for developing their indicators. Once the indicators were established, each department developed models for indicator measurement. This development process for effectiveness indicators was followed for the hospital library.

The first step was to determine the

goals and objectives of each library service. The Mission Statement and the Objectives of the library and the list of public and technical services were reviewed. The public services of the library are as follows: help in locating information and using specialized resources; answering reference questions, literature searches, current awareness, interlibrary loans, circulation services, desk/lounge chair for study, and photocopy services. The technical services of the library are as follows: collection development, cataloguing and classification, binding journals, collection maintenance, and inventory. The objectives were reviewed and services which would fulfil each objective were determined.

The next step was to determine the services to measure. The project was to develop indicators for five or six services and was to include both public and technical services. Answering reference questions and doing online searches both involved looking for information to fulfil a particular information need and therefore were combined into one service. Current awareness services were not selected for measurement because the library does not actively promote this service and study areas and photocopying services were not selected because they are secondary to operations and are difficult to measure. Binding journals and inventory were selected to measure collection maintenance service. Cataloguing and classification was not selected due to the user's inability to judge the adequacy of this service. The services to be measured are:

1. Help in locating information and using specialized resources.
2. Answering reference questions and performing online searches.

3. Interlibrary loan
4. Circulation
5. Collection development
6. Collection maintenance

The next step was to develop the effectiveness indicators for each service. The CCAF's list and Beckman's list of effectiveness attributes were used as a framework for developing the indicators. Both lists were reviewed and attributes which could be used to measure the effectiveness of the services were selected.

The next step was to write out the tasks involved in each service to determine the aspects of the service that could be measured. The desired outcomes of each service were assessed. If the service reaches its desired outcome, then it can be considered effective.

The tasks involved in Helping to locate information and to use specialized resources are: answering quick reference questions, directing users to specific areas in the collection, providing user instruction in the use of indexes, abstracts and catalogues, and finding unshelved, misshelved material. The desired outcomes for this service included: the user can go to the catalogue and find the information he needs, the staff finds unshelved and misshelved books for the user, and the staff are able to answer the quick reference questions. The first outcome can be measured by determining catalogue help requests as a percentage of items circulated. However, there is a problem with only using the criteria of items circulated. Although, journals are circulated, they are most often used in the library and it is hard to determine how many journals are found with staff help. Also, if

the user is looking for information used in the library, there will be no indication of its use. Because of these difficulties in measuring in-house use, these outcomes were dismissed from the measurement process. Finding misshelved books and unshelved books for users can be measured through statistics. However, this is only a minor outcome of this service and it is more important to measure the extent to which staff are able to answer information location questions.

The tasks involved in Answering reference questions and performing literature searches include: answering the questions, verification of sources given to the staff, searching manually for the information (if the search is best done through a print source), interviewing the client for the information search, doing the online search, and following up with the patron to determine user satisfaction. The desired outcome for this service is that the information given to the user answered the user's information need. This can easily be done through a user satisfaction questionnaire. Therefore, it was decided to measure the extent to which the user is given information that he needs.

The tasks involved in Interlibrary loan are filling out ILL forms, verifying requests, locating material, and photocopying. There are two desired outcomes for this service: the information the user receives satisfied his information need, and the information is given to the user while he still needs it. Measuring the first outcome is too similar to the measurement of the above service, therefore the decided measurement is the extent to which the information is received in a minimum amount of time.

The tasks involved in circulation are circulating materials, handling requests, shelving and processing overdues. Desired outcomes include: requests are handled to the users' satisfaction, shelving is done on a regular basis, and overdues are processed and the books returned within a reasonable amount of time. Measuring user satisfaction with handling requests is similar to measuring user satisfaction with answering reference questions and online search results, therefore, this outcome measurement was discarded. Shelving is part of collection maintenance and is also an indication of how well the collection is being used. Processing overdue books is extremely important in the library, because it ensures that the information is always available for the users who need it. As a result it was decided to measure the extent to which overdue books are returned within a minimum amount of time after notification.

The tasks involved in collection development are selecting books and serials for collection, processing donations, and processing the exchange of materials. The desired outcome of this service is that the materials selected for the collection are used. This can easily be measured through the amount of shelving that is done and therefore the measurement is the extent to which the material is being used.

The tasks involved in collection maintenance are shelf reading, shifting materials, shelving, accommodating exchanged and donated materials, spot checking for needed repairs, weeding, and binding journals. The desired outcome for this service is that all these tasks are done on a regular basis and the collection is maintained so that a quality current core

collection is available to the users. This can be measured by establishing a standard for how often each task should be done and then determine compliance with the schedule. It was decided to measure the extent to which collection maintenance tasks are performed on a regular basis.

The following are the services and the effectiveness indicators for those services:

Helping in locating information and using specialized resource:

The extent to which the user is given the information he wants.

Answering reference questions and performing literature searches:

The extent to which the user is given the information he wants.

Interlibrary loan:

The extent to which turn-around time of interlibrary loan is kept to a minimum.

Circulation:

The extent to which overdue books are returned or renewed within a minimum period of time.

Collection development:

The extent to which material in the collection is being used.

Collection maintenance:

The extent to which the collection is maintained on a regular basis.

OUTCOME MEASURES

Once the effectiveness indicators for each service were chosen, models for measuring the indicators were developed. Background reading on research methods

and doing surveys was completed. Allen Gower listed components that need to be considered when developing a user survey. Although he listed these considerations for user surveys, these components could be applied to any research model being developed. The considerations are as follows:

Objections and data requirements: objectives refers to the reason the research is being performed, data requirements are the type of data that will be needed for the measuring the indicator.

Population: this is a definition of the population that is going to be measured in terms of identifying characteristics.

Reference period: this is the time period within which the research will be done.

Sample design: this refers to whether the whole population will be measured or only a sample of the population; if only a sample is to be measured, then the sample size should be large enough to obtain reliable and meaningful results.

Data collection method: the way in which the model is to be measured.¹²

The first step in developing the research models for the indicators was to apply these considerations to each service.

For the service of Help in locating information and using specialized resources, the indicator was the extent to which the library staff are able to answer information location questions. The best way to

measure this indicator was to determine the total number of questions the staff are able to answer or refer as a percentage of the total number of information location questions asked. A reference period of two months was recommended; however, this time period will be determined by the person running the research. Because the measurement involves the total number of reference questions asked, the whole population was chosen for the sample design. For this model, it was accepted the information may not be in the library; however, the staff may know where to send the user to find the information. This consideration was accounted for by using the word referral in the data collection method.

The indicator for the service Answering reference questions and performing literature searches is the extent to which the user is given the information he needs. This indicator was measured by user satisfaction. In this measurement a self-completed questionnaire would be given to each user who requested maximum reference service or an online search request. For purposes of this survey maximum reference service will be defined as any reference question that takes more than fifteen minutes to answer. Measuring user satisfaction with this service requires the following information: how satisfied the user is with the present information search results; how satisfied the user is with past search results; how often the user has requested information searches; and will the user request information searches again. In order to determine total user satisfaction and to take into account questionnaires that are not returned it was decided that all users who request maximum reference service and online searches would be surveyed. A reference period of four

months was chosen because it is necessary to leave enough time for the user to complete and return the survey.

The indicator for interlibrary loan is the extent to which the turn-around time of completed interlibrary loans is kept to a minimum. The objective of this model measurement is to determine the average number of days for the turn-around time of the ILL; therefore, the data requirements are the number of completed ILL requests and the length of turn-around time period to completed the request. There are many reasons that ILL requests may not be completed; including that the information on the request form may not be correct or is incomplete. ILL forms that are not completed will affect the results of this measurements; therefore it was decided that only completed ILL will be measured. Turn-around time was defined as the number of days it takes from the time the request is made until the time the requested material comes into the library from a outside source. A time period of one month was suggested. In order to ensure that the measurement would be complete as possible, the sample would be the total population of all completed interlibrary loan requests.

The indicator for Circulation is the extent to which overdue books are returned or renewed within a minimum amount of time after notification. The best way to measure this indicator is to determine the number of books returned or renewed as a percentage of the total number of overdue notices sent out. The objective of this indicator is to determine how many overdue books are returned within a specified amount of time after notification. The

person running the research should choose a realistic time period within which most books are able to be returned after notification, for example one week. The data requirements for this measurement are the number of overdue notices that are sent out and the number of overdue books that are returned or renewed within a specified amount of item. A reference period of two months was chosen. In order to get a true measurement of returned overdues, the sample design should include the population of all overdue books.

The indicator for Collection development to be measured is the extent to which the material in the collection is being used. Because the reshelfing of items that have circulated or been taken off the shelf in the library is a good indication of how well the collection is being used shelving statistics were used as the measurement for this indicator. The objective of the indicator, therefore, is to determine how much the collection is being used. Shelving is defined as all the books and journals that come back to the library through circulation and the books and journals that are left lying in the carrels and on the tables, and a two month reference period was suggested.

The indicator for Collection maintenance is the extent to which the collection is maintained on a regular basis. The objective for this indicator is to determine if these tasks are done on a regular basis. The best measurement would be to establish a standard for how often the tasks should be performed and measure how often the tasks are done against the standards. This can be done by designing a task performance check-off chart, where every time a tasks is performed the staff check off on the chart

that the task has been done. The standard should be established by the manager of the library. The following tasks were included as maintenance tasks: shelf reading, shifting materials, shelving, spot checking for needed repairs, weeding, binding journals, and inventory. The data requirements are how often each task is performed and standards for how often each task should be performed. Because some tasks may only be performed once or twice a year, the reference period should be one year.

SUMMARY

Experience shows that several things must be considered when developing library services. Goals and objectives are an important part of library services. Although it is important that services are structured so that the goals and objectives of the library are met, it is also important that the services be effective. There is no best way to measure these indicators, it is a matter of prioritizing and choosing the most applicable method.

Effectiveness is a very subjective concept. What is an effective service in one library, may not be considered effective in another library. Therefore, it is extremely important that when effectiveness indicators are established, the point at which the service is considered effective is also established. The point of effectiveness would be determined by the manager of the library, because she knows best when the library services can be considered effective. It is also important when developing the measurement models that all aspects and problems with the service be taken into consideration. It is also important to define all concepts. Developing indicators is

challenging; however, it also rewarding because the indicators can aid the library manager in many ways.

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Appreciation and thanks is extended to Elizabeth Reid for her support and assistance throughout the above project.

FROM THE HEALTH SCIENCES RESOURCE CENTRE

M. Wong

Health Sciences Resource Centre

Canada Institute for Scientific and Technical Information

Ottawa, Ontario

"Clinical Alerts"

As you probably know, the National Institutes of Health Clinical Alerts are now available online from MEDLARS. Online announcement of the clinical alert is broadcasted and a summary is available in the News file. While the online summary is limited to 80 lines, a longer document is available for downloading from the GRATEFUL MED bulletin board service.

Three "clinical alerts" have been released since January 1991. These are:

"Results of the NICHD clinical trial of the efficacy of intravenous immunoglobulin (IVIG) for the prophylaxis of serious bacterial infections in symptomatic HIV-infected children".

"Adjuvant therapy of rectal cancer".

"Benefit of carotid endarterectomy for patients with high-grade stenosis of the internal carotid artery".

Please call HSRC if you want copies of these "alerts".

GROUP IV FAX TRIAL

The Document Delivery Service of

CISTI is conducting a 6 week trial involving the use of Group IV fax machines. Telecom Canada's Centre Data Service (CENTREX) is being used for the trial. Two clients, Health and Welfare Canada and Allelix Biopharmaceuticals Inc., are participating in the trial. The Group IV fax machines are being supplied by Canon for the duration of the trial. CENTREX data lines were installed at CISTI and the trial sites.

The project will measure the cost, the speed and quality of transmission, and the work involved, to determine productivity gains.

DU CENTRE BIBLIOGRAPHIQUE DES SCIENCES DE LA SANTE

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Ottawa, Ontario

"Alertes cliniques"

Vous êtes probablement au courant que les "alertes cliniques" des National Institutes of Health sont maintenant accessibles en direct sur MEDLARS. Les annonces sont diffusées en direct et un résumé est disponible dans le fichier News. Bien que le résumé en direct soit limité à 80 lignes, on peut obtenir, par téléchargement, un document plus élaboré en se prévalant du service de babillard électronique GRATEFUL MED.

Depuis janvier 1991, trois "alertes cliniques" ont été diffusées:

"Results of the NICHD clinical trial of the efficacy of intravenous immunoglobulin (IVIG) for the prophylaxis of serious bacterial infections in symptomatic HIV-infected children".

"Adjuvant therapy of rectal cancer".

"Benefit of carotid endarterectomy for patients with high-grade stenosis of the internal carotid artery".

Pour obtenir des exemplaires de ces avis, veuillez communiquer avec le CBSS.

Essai de télécopieurs du groupe IV

Le Service de fourniture de documents de l'ICIST procède à un essai de 6 semaines portant sur l'utilisation de télécopieurs du groupe IV. Deux clients, Santé et Bien-être Social Canada et Allelix Biopharmaceuticals Inc., ainsi que le Centre des données de Telecom Canada (CENTREX) participent à ces essais. La société Canon fournit les télécopieurs du groupe IV pour toute la durée des essais. Des lignes de transmission de données CENTREX ont été installées à l'ICIST et chez les clients participants.

Le projet permettra de mesurer les coûts d'utilisation, la vitesse et la qualité de la transmission de données, et la somme de travail nécessaire afin de déterminer s'il y a des gains de productivité.

NEWS AND NOTES

PEOPLE ON THE MOVE

Alexander Lyubechansky is the new librarian at Canadian Psychiatric Research Institute in London, Ontario. Alexander is a graduate of the University of Western Ontario and also has a Masters Degree in Languages and Literature. His previous employment includes work at the Central Newfoundland Community College, Sciences Library, UWO, the London Public Library, and the Ministry of Health.

Helen Hamilton, of Parkwood Hospital, London, Ontario, left Library Services to job-share as a Lifeline Coordinator at Parkwood. Helen was replaced by **Margaret Hodgins**, who will be doing Interlibrary Loan, Serials Management, and Cataloguing. **Leslie-Ann Legge** has been added to the list of those who have access to patient charts at Western Counties Wing in her capacity as Clinical Librarian at Parkwood.

J. Elizabeth Sutherland, formerly Head, Library Services, Bedford Institute of Oceanography, was appointed Health Sciences Librarian at the W.K. Kellogg Health Sciences Library, Dalhousie University, effective August 27, 1990. She replaced **Ann Manning** who retired in December 1989. **Bill Owen** is the new Head of Public Services, replacing **Linda Harvey**, who retired in August 1990. Bill has been a reference librarian at the Kellogg Library since 1980.

Ann Barrett resumed her position as Reference Librarian after 2 years as Head of the Health Sciences Library at the University of Papua-New Guinea. And **Patrick Ellis** is now Head, Lending Services, with the Circulation and Interlibrary departments reporting to him. He also retains his responsibilities as Dental Librarian. **Hughena MacMillan** replaces Patrick as Head of the Interlibrary Loans Department.

Gail Moores has been appointed as Director of Library Services at the Charles Camshell Provincial General Hospital in Edmonton, effective January 7, 1991. Gail comes to Edmonton from St. John's Newfoundland, where she was Head of Technical Services in the Health Sciences Library, Memorial University. Gail replaces **Judy Osborne-Much** who was recently appointed Collection Development Librarian at the University of Calgary Medical Library Health Science Centre. We congratulate Gail and Judy on their new positions and wish them continued good success in their endeavours.

Mary-Lou Veecken has recently returned to Edmonton from her position as Biomedical Information Specialist at CISTI/HSRC. We welcome her as a new member to the Northern Alberta Health Libraries Association. Mary-Lou is currently doing freelance information consulting in the Edmonton area where she developed and teaches the new Online Searching course for the Faculty of Library and Information Studies at the University of Alberta.

Effective May 6, 1991, **Carol Morgan** is the Librarian at the Alberta Association of Registered

Nurses in Edmonton. Carol replaces **Lloanne Walker** who has moved to Vancouver, B.C. We wish Carol and Lloanne the very best in their new endeavours.

A special ceremony in memory of **Kathy Sharma** was held December 7, 1990 in the auditorium of the W.W. Cross Cancer Institute, Edmonton. Kathy had served as the Librarian there from May 1973 to October 1989. More than 50 people were welcomed by Juliana Zia, Librarian of the W.W. Cross Institute, who opened the ceremony and served as hostess. Linda Slater, President of the Northern Alberta Health Libraries Association, then provided a warm and moving recollection of Kathy. Everyone was touched by Linda's insightful remarks about Kathy's endearing personality and outstanding contributions to the field of health sciences librarianship. The highlight of the ceremony was the dedication of a lovely, custom-made oak dictionary stand to be housed in the Library. The stand was purchased with funds donated by Kathy's friends and colleagues from the W.W. Cross Cancer Institute, the Northern Alberta Health Libraries Association and the wider library community. The dedication plaque reads as follows: **IN MEMORY OF KATHERINE SHARMA LIBRARIAN W.W.CROSS CANCER INSTITUTE 1973-1989**. Minota Dundas, Assistant to Dr. Fields, Director of the W.W. Cross Cancer Institute, accepted this beautiful gift on behalf of Dr. Fields who could not be present. Friends and visitors were then treated to a wide array of baking and refreshments. One very special person in attendance was Anita Sharma, Kathy's daughter. Our thanks go out to everyone whose loving efforts made this ceremony so meaningful and memorable.

PUBLICATIONS

Union Catalog (Serials) of the Health Sciences Library Council of Regina, 1991
Available from:

Paul Ward
77 Vansittart Avenue,
Woodstock, Ontario
N4S 6E3
\$41.25 plus postage

The 1991 edition of the Union List of Selected Serials of the Manitoba Health libraries Association has just been published. Copies are being sold for \$45.00 and may be ordered from:

The Manitoba Health Libraries Association
Attention: Chair, Union List Committee
Box 232
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Cheques should be made payable to the Manitoba Health Libraries Association.

LETTER TO THE EDITORS

I would like to respond to the **Policy Paper on Bilingualism with the CHLA-/ABSC** which was published in the last issue of **BMC** 12(4):189-90. The issue of bilingualism in a national Association of limited funds and dominated by members who (alas) do not speak French, has posed a challenge for years and I applaud the current Board for having drafted a written policy on the matter.

However, I am also moved to comment upon the decision to insist upon the use of the English and French names and/or abbreviations at all times, irrespective of whether an item is published in only one language. The fact that we would like to be fully bilingual (without actually being so) is bound to lead to certain semantic syllogisms but there are, I submit limits. While it is perhaps reasonable, for example, to identify both the English and French names of the Association on letterhead and certain landmark documents (published in either language), I question the logic on insisting on both names at every mention.

The Board Editors of **BMC** and members of the Association at large (I choose my words carefully!) are well aware of the difficulties we have encountered in communicating with certain outside agencies in recent times. I shudder to think of how much more convoluted communications might have proved had this policy prevailed then, but being a loyal member of the Canadian Health Libraries Association-/Association des bibliothèques de la santé

du Canada, I remain (until otherwise notified) --

Jan Greenwood
Canadian Health Libraries
Association/Association des bibliothèques
de la santé du Canada/Canadian Council on
Health Facilities Accreditation Liaison

as well as

Secretary, Canadian Health Libraries
Association/Association des bibliothèques
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| 01 October 1991 | Collection Development in Nursing | Elizabeth Hawkins Brady |
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| 03 December 1991 | Evaluating the Clinical Literature: a guide for the librarian and the patron | Jeannette Buckingham |
| 21 January 1992 | Automating the Small Library | Barbara Carr |

NOTE: The above topics were chosen to correspond with some of the "Areas of Essential Knowledge" that MLA specifies in its program entitled "Academy of Health Information Professionals - a professional development and career recognition program". For application information about this program, contact the Medical Library Association, Suite 300, Six North Michigan Avenue, Chicago, Illinois 60602 (312) 419-9094 and ask for the "information packet for MLA's credentialling program".

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Tom Flemming and Diana Kent

Canadian Health Libraries Association
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by Tom Flemming and Diana Kent
Toronto: CHLA/ ABSC, 1990

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